

SN – 150

Total No. of Pages : 3

Seat No.	
-------------	--

M.B.A. (Part - I) (Semester - II) (CBCS) Examination, MAY - 2017

MANAGEMENT INFORMATION SYSTEM

Sub. Code : 57116

Day and Date : Monday, 22 - 05 - 2017

Total Marks : 80

Time : 11.00 a.m. to 02.00 p.m.

- Instructions :**
- 1) **Que.1 and Que.5 are compulsory.**
 - 2) **Attempt any two questions from question No. 2, 3 and 4.**
 - 3) **Figures to right indicates full marks.**

Q1) A waiter takes an order at a table, and then enters it online via one of the nine terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a drink. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon- copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to- the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to

P.T.O.

SN – 150

customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen. [20]

Questions:

- a) Describe the need and significance of IS for organization.
- b) Suggest IS solution with its elements.

OR

- a) What is financial information system? Explain need, significance and elements of financial information system. [10]
 - b) What do you mean by production information system? Explain the need and significance of production information system for dairy industry. [10]
- Q2)** a) What is MIS? Discuss the objectives and characteristics of MIS. [10]
- b) What do you mean by Decision Making? Discuss the essential steps in process of decision making. [10]
- Q3)** a) Describe the three levels of the organizational hierarchy. Which types of information systems serve each level? [10]
- b) What do you mean by DSS? Explain architecture of DSS. [10]

SN – 150

Q4) a) Explain the different phases in SDLC.

[10]

b) What are the major causes of information system success and failure?**[10]**

Q5) Write notes on (Any Four) :

[20]

a) TPS.

b) Types of decisions.

c) Prototyping.

d) HRIS.

e) ESS
