



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad - 500 043

MASTER OF BUSINESS ADMINISTRATION

QUESTION BANK

Course Name	:	MANAGEMENT INFORMATION SYSTEM AND ENTERPRISE RESOURCE PLANNING
Course Code	:	CMB009
Class	:	II SEM
Branch	:	MBA
Year	:	2017-2018
Course Faculty	:	Mr. P.Aditya Sharma , Assistant Professor, Department of CSE

COURSE OBJECTIVES:

To meet the challenge of ensuring excellence in management education, the issue of quality needs to be addressed, debated and taken forward in a systematic manner. Accreditation is the principal means of quality assurance in higher education. The major emphasis of accreditation process is to measure the outcomes of the program that is being accredited.

In line with this, Faculty of Institute of Aeronautical Engineering, Hyderabad has taken a lead in incorporating philosophy of outcome based education in the process of problem solving and career development So, all students of the institute should understand the depth and approach of course to be taught through this question bank, which will enhance learner's learning process.

Course Learning outcomes:

Students, who complete the course, will have demonstrated the ability to do the following:

CMB009.01	Apply a framework and process for aligning and organization's IT objectives with business strategy.
CMB009.02	Defend the strategic value of information resources for an organization.
CMB009.03	Participate in an organization's information systems and technology decisionmaking processes.
CMB009.04	Identify ways information systems & technology may improve an organization's performance, including improving organizational processes, decision-making, collaboration, and personal productivity.
CMB009.05	Define what a manager should be able to expect from an IT department in an organization.
CMB009.06	Build a business case for IT, addressing key IT acquisition decisions such as make/buy; outsource/insource; project management.
CMB009.07	Apply a framework for evaluating information-related ethical dilemmas commonly faced by managers.
CMB009.08	Communicate the basic structure of an Enterprise Resource Planning system.
CMB009.09	Communicate typical integrated business processes in an ERP, such as procurement, production, and fulfillment.
CMB009.10	Perform common business transactions as an end-user in an ERP system.
CMB009.11	Configure an ERP system for specific business processes.

CMB009.12	Contribute as a member of an ERP implementation or configuration team.
CMB009.13	Identify current and emerging MIS topics and their related materials
CMB009.14	Review and critique the literature in the area of his/her interest
CMB009.15	Apply and integrate MIS knowledge sets, skills, and tools to a real-world complex problem
CMB009.16	Review contemporary issues in MIS and be able to evaluate their impact on MI problems in an organizational setting

UNIT-I

S. No	QUESTION	Blooms Taxonomy Level	Course Learning outcomes
Part - A (Short Answer Questions)			
1	Define Management information system?	Remember	CMB009.13
2	Briefly explain the importance of management information system?	Understand	CMB009.13
3	Write are the characteristics of management information system?	Understand	CMB009.13
4	List the advantages and components of expert system	Understand	CMB009.13
5	What is the scope of the management information system?	Understand	CMB009.13
6	Explain the importance functions of marketing information system?	Remember	CMB009.13
7	Explain the different types of information system?	Remember	CMB009.14
8	Explain the structure of Management Information system	Remember	CMB009.14
9	Write the classification of management information system?	Understand	CMB009.14
10	What is information? What are the types of information?	Understand	CMB009.14
11	What do you meant by information Quality?	Remember	CMB009.14
12	Give the dimensions of information?	Understand	CMB009.14
13	What is a system? Discuss the types of systems?	Remember	CMB009.13
14	Discuss characteristics of system?	Understand	CMB009.13
15	Explain the system related concepts?	Remember	CMB009.13
16	What are the elements of system?	Remember	CMB009.14
17	State the changing concepts of information system?	Understand	CMB009.15
18	State porters value chain model?	Understand	CMB009.15
19	State porters five forces model?	Remember	CMB009.14
20	Explain the concept of system information system(SIS)	Remember	CMB009.14
21	Write the importance system strategic for dealing with competitive force?	Understand	CMB009.13
22	Explain briefly the changing concepts of information system?	Understand	CMB009.13
Part - B (Long Answer Questions)			
1	Define MIS? Describe briefly about the nature and scope of management information system?	Remember	CMB009.13
2	Discuss briefly the functions of management information system?	Understand	CMB009.13
3	Define Management information system and explain briefly the information system strategic for dealing with the competitive force?	Remember	CMB009.13
4	Discuss five force competitive models? How would you apply this model in industry?	Remember	CMB009.13
5	Write short notes on (a) Business process re-engineering (b) Sustainable competitive advantage	Understand	CMB009.14

6	Explain in detail (i) SIBA international and functional information system (ii) Sigma industries Limited(SIL)	Understand	CMB009.14
7	What is management information system? what is the need for it in the present competitive world?	Understand	CMB009.15
8	List the advantages and components of expert system?	Understand	CMB009.14
9	How can the structure of management information system be understood? Discuss various approaches to understand the structure?	Remember	CMB009.15
10	Discuss briefly the types of information and systems?	Understand	CMB009.15
PART - C (Critical Thinking Questions)			
1	Explain briefly the strategies for gaining competitive advantage in strategies information system?	Understand	CMB009.14
2	Discuss the scope of management information system and explain the different types of information system?	Understand	CMB009.16
3	What are the competitive advantages of an information system? Justify with suitable examples?	Understand	CMB009.14
4	Discuss in detail on (a) Classification of information (b) Different kinds of systems (c) Staffing (d) Training and development	Remember	CMB009.15
UNIT – II			
Part – A (Short Answer Questions)			
1.	Define E-commerce?	Remember	7
2.	What is Enterprise Resource Planning?	Understand	CMB009.08
3.	Discuss the categories of E-commerce?	Remember	CMB009.08
5.	What are the applications of E-commerce?	Understand	CMB009.08
6.	Define E-commerce and write the advantages and disadvantages of the e-commerce?	Remember	CMB009.08
7.	Discuss Electronic payment systems?	Understand	CMB009.08
8.	What are the challenges of Enterprise Resource Planning?	Understand	CMB009.08
9.	Define Customer Relation Management?	Understand	CMB009.09
10	What is Enterprise Resource Planning life cycle?	Understand	CMB009.09
11	What are the Enterprise Resource planning implementation methodologies?	Understand	CMB009.09
12	Draw e-commerce sales lifecycle model ?	Understand	CMB009.09
13	What are the benefits of Enterprise Resource Planning?	Understand	CMB009.09
14	Discuss the challenges of Customer Relation Management?	Understand	CMB009.10
15	Write the significance of tools and techniques used in Decision Making?	Remember	CMB009.10
16	Write the reasons for Decision Support System?	Remember	CMB009.10
17	Explain the levels of business intelligence application in business?	Understand	CMB009.10
18	Write a short note on Knowledge Management System?	Understand	CMB009.10
19	What is Online Analytical Processing?	Remember	CMB009.10
20	What are the Data warehouse and Data Mining?	Understand	CMB009.10
Part – B (Long Answer Questions)			
1	Explain briefly the classification of E-commerce?	Understand	CMB009.08
2	Explain in detail the E-commerce sales life cycle model?	Understand	CMB009.08
3	Draw E-commerce infrastructure and explain in detail?	Remember	CMB009.08
4	Distinguish between the E-commerce sales life cycle and Enterprise Resource Planning lifecycle? Draw the structures of lifecycles and explain in detailed?	Understand	CMB009.08

5	Explain the business applications of E-commerce in the real world with suitable examples?	Understand	CMB009.09
6	Define Electronic payment systems and write the different phases in E-payment?	Remember	CMB009.09
7	What is Enterprise Resource Planning system? Briefly describe the evolution of Enterprise Resource Planning?	Understand	CMB009.09
8	What are the different steps to develop an Enterprise Resource Planning in briefly?	Understand	CMB009.09
9	What is CRM? Discuss briefly the application components of Customer Relationship Management?	Remember	CMB009.09
10	What are the reasons for the failure of Enterprise Resource Planning implementation?	Understand	CMB009.10
11	Explain the various types of Decision Support System and explain the applications of DSS?	Understand	CMB009.10
12	Discuss the types of decision based on level of programmability?	Remember	CMB009.10
13	Discuss briefly the different categories of decision-making?	Understand	CMB009.10
14	Explain the differences between OLAP and OLTP with example	Understand	CMB009.10
PART – C (Critical Thinking Questions)			
1	Discuss the categories of decisions according to Robert B Anthony?	Understand	CMB009.11
2	Explain in detail Simon model of decision making? Discuss briefly the different categories of decision making?	Understand	CMB009.11
3	List the reasons why decision support systems are necessary for today's manager? List and discuss the techniques used in decision-making?	Understand	CMB009.11
4	Discuss in detail regarding the following (a) Business Intelligence (b) Data warehouse (c) Data mining process (d) Knowledge Management System	Remember	CMB009.12
5	Explain the context of data mining in Business Intelligence context and Explain the processes of Business Intelligence	Understand	CMB009.12
6	Explain how knowledge management system is beneficial to the organizational decision-making? Write a case study on knowledge management systems at x consultancy?	Understand	CMB009.12
UNIT-III			
Part – A (Short Answer Questions)			
1.	Define Information system planning?	Understand	CMB009.01
2.	What are the properties of cost-benefits analysis?	Understand	CMB009.01
3.	What are the characteristics of Information system security Threats?	Remember	CMB009.01
4.	State and explain the Information system strategies?	Understand	CMB009.02
5.	Brief on information system security?	Understand	CMB009.02
6.	Explain digital signatures and smart cards?	Understand	CMB009.02
7.	What is the system acquisition?	Remember	CMB009.03
8.	What do you mean by Information Resource Management?	Understand	CMB009.03
9.	Explain the steps involved in system acquisition?	Remember	CMB009.03
10.	Discuss briefly the techniques used at strategies planning stages?	Understand	CMB009.03
11	Give a brief account on “evaluation of two classes”?	Understand	CMB009.03
12	Write the differences between Information system strategies and information system controls?	Remember	CMB009.04

13	Explain the Nolan Stage Model?	Understand	CMB009.04
14	Define system maintenance?	Understand	CMB009.05
15	Compare the Information system Planning and Information system planning process?	Remember	CMB009.05
16	Explain the FOUR-STAGE Model of is planning?	Understand	CMB009.05
17	Write a short note on Selecting Methodology?	Remember	CMB009.05
18	Difference between the software Licensing and software Licensing Risks?	Understand	CMB009.05
19	What is Management of Change and write the steps under the management?	Understand	CMB009.01
20	List the steps in disaster recovery programme?	Remember	CMB009.01
Part - B (Long Answer Questions)			
1	Define Information system planning? Explain in detail the Nolan Six-Stage Model?	Remember	CMB009.02
2	Explain in detail the Four-Stage Model of information system planning? Explain the Selection Methodology?	Understand	CMB009.02
3	Discuss briefly the techniques used at strategies planning stages? list out the steps involved in information requirement analysis?	Understand	CMB009.02
4	Explain the steps involved in system acquisition? List and discuss the four alternatives to co-house development?	Understand	CMB009.03
5	Explain the features of successful system implementation with an example?	Understand	CMB009.03
6	Discuss various types of the major threats to information system?	Understand	CMB009.04
7	Explain a value chain for information system security and control?	Understand	CMB009.04
8	Discuss briefly in detail the different information system security technologies?	Understand	CMB009.04
9	what are the stages of system implementation?	Remember	CMB009.04
10	List the steps in disaster recovery programme?	Understand	CMB009.05
Part – C (Critical Thinking Questions)			
1	Write short notes on (a) Management of change (b) Organizational learning (c) Stimulus –response theory of learning	Understand	CMB009.04
2	Discuss the scope of different evaluation approaches of management information system?	Understand	CMB009.04
UNIT-IV			
Part - A (Short Answer Questions)			
1	Define system analysis?	Remember	CMB009.05
2	Describe the importance of feasibility?	Understand	CMB009.05
3	Define system development stages and explain the life cycle of SDLC?	Understand	CMB009.05
4	What do you mean by system design explain in detailed?	Understand	CMB009.06
5	Distinguish between output design and conceptual design?	Understand	CMB009.06
6	What are Decision tables explain it?	Understand	CMB009.06
7	Explain the merits of System development lifecycle(SDLC)?	Understand	CMB009.06
8	What do you mean by prototyping?	Remember	CMB009.06
9	Write the differences between waterfall model and prototype model?	Understand	CMB009.07
10	Why waterfall model are using in the system development approaches explain it briefly?	Remember	CMB009.07
11	Explain various stages involved in the waterfall model explain?	Understand	CMB009.07

12	What are the differences between system analysis design and structured analysis tool?	Remember	CMB009.07
13	Explain the importance of Data dictionary?	Understand	CMB009.04
14	Discuss Data flow diagram in detail?	Remember	CMB009.04
15	Explain the significance of system methods?	Understand	CMB009.04
16	What is meant by structured Design?	Understand	CMB009.04
17	Explain the concept of steps involved in conceptual design?	Remember	CMB009.05
18	Distinguish between Input design and output design?	Remember	CMB009.06
19	What are the categories of feasibility of proposed system ?	Understand	CMB009.07
Part - B (Long Answer Questions)			
1	How do you build an information system to meet the various types of information needs in an organization?	Remember	CMB009.08
2	What is meant by system development system? Explain the different stages involved in system development?	Understand	CMB009.08
3	Explain the spiral model in detail with a neat diagram?	Understand	CMB009.08
4	Mention the various approaches that are available for developing management information system?	Understand	CMB009.07
5	Explain briefly the various phases involved in waterfall model along ?what are the limitations of waterfall model?	Understand	CMB009.07
6	Explain briefly the following (a) Iterative enhancement model (b) Spiral model	Remember	CMB009.05
7	Discuss the stages of system analysis and design?	Understand	CMB009.05
8	Explain the strategies followed in system requirement determination?	Remember	CMB009.06
9	Explain briefly the tools of structured analysis tool?	Remember	CMB009.06
10	Define system design? Explain in detail the phases of detailed system design?	Understand	CMB009.06
11	Explain the differences between output design and input design?	Understand	CMB009.06
Part - C (Critical Thinking Questions)			
1	Requirement determination, “in fact is to learn and collect information “. Discuss in brief on the information to be collected?	Remember	CMB009.07
2	Explain briefly the various methods for designing information system?	Understand	CMB009.07
3	Write a short notes on below: (a) Step involved in conceptual design (b) Data dictionary (c) Iterative enhancement model (d) Spiral model	Understand	CMB009.074
UNIT-V			
Part - A (Short Answer Questions)			
1	Define cybercrime?	Remember	CMB009.07
2	Explain reasons of cybercrime?	Understand	CMB009.07
3	Discuss the types of cybercrime?	Remember	CMB009.08
4	Who are cybercriminals?	Understand	CMB009.05
5	Describe the classification of cybercrimes?	Remember	CMB009.05
6	Discuss about the cybercrime and information security?	Remember	CMB009.05
7	Discuss the origin of cybercrime?	Understand	CMB009.04
8	Discuss the legal perspectives on cybercrime?.	Remember	CMB009.04
9	List out the Indian perspective on cybercrime?	Understand	CMB009.06
10	Discuss the measures taken in India to reduce the cybercrime?	Understand	CMB009.06
Part - B (Long Answer Questions)			
1.	Define cybercrime? Discuss the origin of cybercrime?	Remember	CMB009.07

2.	Define cybercrime? Discuss briefly about (a) Cyber security (b) Information security (c) Network security	Understand	CMB009.04
3	Who are cyber criminals? Discuss briefly the different categories of cyber criminals?	Understand	CMB009.06
4	Discuss briefly the classification of cybercrime?	Understand	CMB009.06
5	Explain in detail about legal perspective on cyber-crime?	Understand	CMB009.05
6	Explain in detail about Indian perspective on cybercrime?	Understand	CMB009.05
7	Explain in detail Indian Information Technology Act 2000?	Understand	CMB009.05
8	Discuss the measures taken in India to reduce the cyber-crime?	Understand	CMB009.04
9	What are the Indian and global perspectives on cyber-crime?	Understand	CMB009.04
Part - C (Critical Thinking Questions)			
01	Write briefly about (a) Classification of cyber-criminals (b) Legal perspectives on cyber-crimes (c) Global perspectives on cyber-crimes	Understand	CMB009.07
02	Discuss briefly about (a) Software piracy (b) Mail bombs (c) Password sniffing (d) Credit card frauds	Understand	CMB009.07

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