

TRIBHUVAN UNIVERSITY
JANAPRIYA MULTIPLE CAMPUS
FACULTY OF MANAGEMENT
2018

Full Marks: 60
Pass marks: 30
Time: 3 Hours

BMTM / First Semester / XXX 111: Management Information System

Candidates are required to give their answers in their own word as far as practicable.

Group “A”

Brief Answer Questions:

[10 x 1 = 10]

1. Define Management Information System.
[Unit 2]
2. Lists types of memories used in computer system
[Unit 7]
3. Why we need operating system in a computer system?
[Unit 1]
4. What is information?
[Unit 2]
5. Define data mart.
[Unit 4]
6. Write about optical fiber.
[Unit 3]
7. What is database?
[Unit 4]
8. Write about SCM.
[Unit 5]
9. Define e-commerce and e-business.
[Unit 5]
10. Mention the application features of POS system.
[Unit 6]

Group “B”

Short Answer Questions:

[6 x 5=30]

11. What is hospitality information system? Write down its characteristics.
[Unit 6]
12. What are the components of decision support system? Describe, how does DSS play important role in business firm?
[Unit 4]
13. Explain any two network topologies with their advantages and disadvantages.
[Unit 3]

14. What is CRM? What are the three phases of CRM? Write about different types of CRM.

[Unit 5]

15. Write about online analytical processing?

[Unit 7]

16. Discuss the characteristics, benefits and limitations of MIS.

[Unit 2]

Group “C”

Comprehensive Answer Questions

[2 x 10=20]

17. Read the following case carefully and answer the questions:

The **Internet** is a global system of interconnected computer networks that use the standard Internet protocol suite (TCP/IP) to link several billion devices worldwide. It is a *network of networks* that consists of millions of private, public, academic, business, and government networks of local to global scope, linked by a broad array of electronic, wireless, and optical networking technologies. The Internet carries an extensive range of information resources and services, such as the inter-linked hypertext documents and applications of the World Wide Web (WWW), the infrastructure to support email, and peer-to-peer networks for file sharing and telephony.

Electronic mail, most commonly referred to as **email** or **e-mail** is a method of exchanging digital messages from an author to one or more recipients. Modern email operates across the Internet or other computer networks. Some early email systems required the author and the recipient to both be online at the same time, in common with instant messaging. Today's email systems are based on a store-and-forward model. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need connect only briefly, typically to a mail server, for as long as it takes to send or receive messages.

Questions

- a. Explain the various applications of the Internet and their impact on individuals, organizations and society.
- b. Discuss how e-mail improves business communication? What are the major problems with e-mail? Discuss.
