

## B3.1-R4: MANAGEMENT FUNDAMENTALS AND INFORMATION SYSTEM

### NOTE:

1. Answer question 1 and any FOUR from questions 2 to 7.
2. Parts of the same question should be answered together and in the same sequence.

Time: 3 Hours

Total Marks: 100

1.
  - a) What are the components of ERP model?
  - b) Elucidate the importance of SWOT analysis? How it helps an organization?
  - c) Why it is necessary to control information system? Give suitable reasons.
  - d) How agile methodology is different from Waterfall methodology?
  - e) Explain how Decision Support Systems help an organization to take right decisions.
  - f) Differentiate between Risk, Vulnerability and Threat.
  - g) Explain Data Management Controls with an example.

**(7x4)**
  
2.
  - a) Describe the different stages of System Development Life Cycle.
  - b) XYZ is a leading company in the field of software development. It is committed to follow System Development Life Cycle (SDLC) with best practices for its various activities. Read the above carefully and answer the following:
    - i) As a part of system development team, system analyst prepares a document called "system requirement specification" (SRS). Describe the contents of SRS for typical software development.
    - ii) Many times organization fails to achieve system development objectives. According to you what would be the reasons. Discuss.

**(6+12)**
  
3.
  - a) Describe the various threats and their repercussions to the computerized environment due to cyber-crimes.
  - b) What is CRM? Can it be integrated with social networking sites? "Implementing a customer relationship management (CRM) solution might not give the desired results". Considering the above statement, discuss the reasons.

**(9+9)**
  
4.
  - a) "Information systems help managers in perceiving the business situation (or a problem) better". Do you agree with the statement? Discuss the importance of major types of information systems at different levels of organization.
  - b) "Testing a program unit is very important, before its implementation." Name and explain various types of testing, a tester/programmer performs on program unit.

**(9+9)**
  
5.
  - a) Necessary and sufficient controls are needed to be incorporated in all IT applications to ensure that the business is safeguarded against all problematic situations. Suggest the necessary controls that are needed to be incorporated for safety of organization's assets.
  - b) Explain the various skills that managers at different levels must possess.

**(12+6)**

**6.**

- a) "Office automation systems are most rapidly expanding system." Explain any three computer based systems that are used in many offices for office automation.
- b) Differentiate between:
  - i) Deterministic and Probabilistic systems
  - ii) Open and Closed systems.
  - iii) Physical and Abstract systems

**(9+9)**

**9.**

- a) Describe the different levels of management and explain the information required at each level.
- b) Explain RAD.
- c) Compare Vision, Mission and Goal Setting. What role planning plays in achieving the goals of an organization?

**(6+6+6)**