

**MBA (HRM) 2nd Semester
SET-[I]**

Course Title: **Information Technology Management**
Course No.: **PGHRM2C006T**

Maximum Marks: **50**
Time Allowed: **2 hours**

SECTION A

Note: This section has **8 (eight)** questions. **All questions are compulsory.** Each question carries **1.5 marks.** Answers are to be recorded on the separate sheet available. **(Total 12 marks)**

Q1. Which of the following systems helps in producing periodic summary reports meant to be used by middle level managers in an organization?

- a) Transaction Processing System
- b) Management Information System
- c) Decision Support System
- d) Intelligent System

Q2. The major thrust of knowledge management systems (KMS) is to

- a) Develop computer systems with capabilities normally associated with human intelligence, such as reasoning, learning, and problem solving
- b) Develop computer systems in order to help knowledge workers create, organize, and share important business knowledge wherever and whenever needed
- c) Develop computer systems that support and shape the competitive position and strategies of an enterprise
- d) Develop computer systems that provide a variety of composite or cross-functional capabilities

Q3. Richard Nolan (1974) has discussed a framework for IS planning consisting of four stages, popularly known as Nolan stage model. In 1979 he enhanced this model to _____ stages.

- a) 5
- b) 6
- c) 7
- d) 8

Q4. _____ is a system development method that is linear and sequential and has distinct goals for each phase of development

- a) Spiral Model
- b) Extreme Programming
- c) Prototype
- d) Waterfall Model

Q5. _____ is an automated software tools that support the drawing and analysis of system models and associated specifications.

- a) CASE tools
- b) Translator
- c) Parser
- d) Compiler

Q6. Which of the following activities are NOT performed in the testing phase?

- a) Create the test conditions
- b) Perform Unit Testing
- c) Perform User Acceptance Testing
- d) Prototype Design

Q7. _____ is a set of computer programs that maintain centralized control of the database.

- a) Data Base Management System
- b) Data Dictionary
- c) Data File Management System
- d) Query Language

Q8. A Data Warehouse is an important data repository used for _____ DSS

- a) Web based
- b) Model driven
- c) Data Driven
- d) Collaborative

8 X 1.5

SECTION B

Note: This section consists of six short answer questions. **Attempt three questions.** Each question carries **6 marks. (Total 18 Marks)**

Q9. Differentiate between key terms- Data, Information and Knowledge. Also explain the relevance of Knowledge Management System for organizations.

Q10. How can IT (Information Technology) support a company's business processes and decision making and give it a competitive advantage? Give examples to illustrate your answer.

Q11. Explain few criteria on basis of which make or buy analysis of information system is conducted.

Q12. Why is it important to build the Design of an Information System while developing a system project?

Q13. Highlight the role of EIS with suitable examples in strategic decision making.

Q14. What is a GDSS (Group Decision Support System).Examine various distinguishing characteristics of GDSS.

3 X 6

SECTION C

Note: This section comprises of 3 (three) long-answer questions of **10 (ten) marks each**, out of which, **attempt 2 (two) questions** from any unit (**Total 20 Marks**)

UNIT-I

Q15. List different types of information systems? Describe Operation Support System in detail with relevant examples.

UNIT-II

Q16. What do you understand by system development models? Briefly explain different system development models with their advantages and disadvantages.

UNIT-III

Q17. What is an Expert System? Brief explain its main components? Elaborate with the help of realistic examples.

2 X 10