GL BAJAJ
Institute of Management & Research
Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

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POST GRADUATE DIPLOMA IN MANAGEMENT (2020-22)
END TERM EXAMINATION (TERM -II)

Subject Name: Business Transformation with Information Systems	**Time: 02.30hrs**
Sub. Code: PG12	Max Marks: **60**

Note:
All questions are compulsory. Section A carries 10 marks: 5 questions of 2 marks each, Section B carries 30 marks having 3 questions (with internal choice question in each) of 10 marks each and Section C carries 20 marks one Case Study having 2 questions of 10 marks each.

SECTION - A

Attempt all questions. All questions are compulsory.   **2×5 = 10 Marks**
Q. 1 (A): Define Information Systems with example
Q. 1 (B): Define the terms Data and Information. Explain different characteristics of information.
Q. 1 (C): What is Information security?
Q. 1 (D): Explain how IT can be useful for Business Process Reengineering.
Q. 1 (E): Briefly explain the various types of Information Systems that exist.

(CO1)

SECTION - B

10 x 3 = 30 Marks

All questions are compulsory (Each question has an internal choice. Attempt any one (either A or B) from the internal choice)   (CO1)

Q. 2: Explain the Information Systems in context of usage in IRCTC. (CO1)
                    OR

    Explain the various types of Functional Information Systems which can be implemented in an organisation. Discuss the role of each of them with respect to usage in organization. (CO1)

Q. 3: Explain Decision Support Systems (DSS) in context of departmental store such as Big Bazar (CO2)
                    OR
What is business intelligence? Explain the role of MIS and DSS in generating reports for business intelligence. (CO2)

Q. 4: A. MS-Excel makes the data entry and data cleansing task easy for managers. Discuss the important functions used for data cleansing.

                    Or
B. Discuss the importance of Conditional Formatting for presenting the data in comparison with the other methods in the MS-Excel Software.   (CO-4)

SECTION - C

Read the case and answer the questions   **10×02 = 20 Marks**
Q. 5: **Case: (CO3)**
A waiter takes an order at a table, and then enters it online via one of the six 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 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.

Question
Q5(A): In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?

Q5(B): What would make the system a more complete MIS rather than just doing transaction processing? How can Goal Seek Analysis and What if Analysis be used in taking decisions?

(Entire Sec C to be assigned one CO. Both questions corresponding to the same CO)

Mapping of Questions with Course Learning Outcome

Question Number	COs	Marks Allocated
Q. 1:	**CO1**	**10 marks**
Q. 2:	**CO1**	**10 marks**
Q. 3:	**CO2**	**10 marks**
Q. 4:	**CO4**	**10 marks**
Q. 5:	**CO3**	**20 marks**

Note: Font: Times New Roman, Font size: 12.