

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA(AM) - SEMESTER- VI EXAMINATION – WINTER 2019****Subject Code: 4160504****Date: 21/11/2019****Subject Name: Information Systems****Time: 10:30AM to 01:30PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What is an Information System? Explain in detail various components of Information System. **07**
- (b) Explain the role of computer-based Information Systems in today's organizations. **07**
- Q.2** (a) Describe in detail the role of a Chief Information Officer in an organization. **07**
- (b) Discuss in detail the characteristics and different business applications of Information System. **07**
- OR**
- (b) Explain the following terms: **07**
- | | |
|-------------|----------------|
| 1. Intranet | 4. Cyber crime |
| 2. Data | 5. MIS |
| 3. TPS | 6. ERP |
| | 7. OAS |
- Q.3** (a) What is Office Automation System? Explain in detail the features and components of OAS. **07**
- (b) What is TPS? Explain its characteristics and function in the organization. **07**
- OR**
- Q.3** (a) Explain in detail various classifications of Information System. **07**
- (b) Discuss the different types of computer networks with appropriate examples. **07**
- Q.4** (a) What is DSS? Explain the role of DSS and ESS in taking decisions in any organization. **07**
- (b) Explain the role of computer networks and Information system in today's era of E-banking. **07**
- OR**
- Q.4** (a) Write a note on Group Decision Support System. **07**
- (b) Differentiate between Internet, Intranet and Extranet. **07**
- OR**
- Q.5** (a) Greater dependency on IT for carrying out business has made the organizations and people at large vulnerable to various cyber-crimes. Discuss. **07**
- (b) Describe the implementation process of ERP. Also, briefly discuss issues and challenges organizations face in implementation of ERP system. **07**
- OR**
- Q.5** (a) Explain the features and selection criteria of ERP. **07**
- (b) Delineate the role of E-commerce today describing different types of E-commerce models – B2B, B2C and C2C. **07**
