



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Dec 2023

Post Graduate Diploma in Logistics & SCM
Post Graduate Diploma in Materials Management - 2 years
PAPER No. 8(enrollment code- PMM,PSM, CMM,CSM) [ONLINE EXAM]
Management Information System

Date : 12.12.2023
Time : 10.00 a.m to 1.00 p.m.

Max. Marks : 70
Duration : 3 Hrs.

Instructions:

1. From Part A – answer all questions (compulsory). Each sub questions carries 1 mark. **Total : 20 Marks**
2. From Part B – Answer any 3 questions out of 5 questions. Each question carries 10 marks. **Total :30 Marks**
3. Part C is a case study (compulsory) with questions. Read the case study carefully and answer the questions **Total: 20 Marks**

Part – A **(20 Marks)**
(Attempt all questions. Each sub question carries 1 mark.)

1. Fill in the blanks: **(5 marks)**

- a. BPR stands for _____.
- b. A _____ decision is routine one that's made by the operational levels of management
- c. A device that connects multiple network segments is called as _____
- d. _____ uses array-based multidimensional storage engines for multidimensional views of data.
- e. _____ Is a cross function information system that integrates all core business processes

2. Write Full form of the following **(5 marks)**

- a. RAD
- b. KSS
- c. USB
- d. SDLC
- e. GUI

3. State true or false: **(5 marks)**

- a. Command line interface consists of an image-based system with a set of instructions which provides for the system to execute.
- b. Maintenance activities that are carried out on a regular basis are known as corrective maintenance.
- c. Artificial Intelligence is a mixture of computer Science, physiology, and beliefs.
- d. Data accumulated over a period and processed periodically is termed as Real time processing.
- e. Critical path is the longest sequence of activities in a project which must be completed on time.

4. Choose the correct option: **(5 marks)**

- a. MS- Excel is a
 - i. Database Management Software
 - ii. Presentation software
 - iii. Workbook Software
 - iv. Spreadsheet Software
- b. In OSI model, OSI stands for?
 - i. Open Source Interconnection
 - ii. Open Systems Interconnection
 - iii. O-Systems Interconnection
 - iv. O-Source Interconnection

- c. Expertise and experience of organizational members that has not been formally documented is known as :
 - i. Knowledge Sharing
 - ii. Tacit Knowledge
 - iii. Organizational Learning
 - iv. Organizational Memory
- d. This software consists of programs, languages and documentation supplied to the end user by the computer manufacturer
 - i. System Software
 - ii. Application Software
 - iii. Programming Software
 - iv. Driver Software
- e. Agile software development is based on
 - i. Linear Development
 - ii. Incremental development
 - iii. Iterative development
 - iv. Both incremental and iterative development

PART –B

(30 marks)

(Answer any three questions out of five questions. Each question carries 10 marks)

5. Explain Knowledge Support System (KSS). What are the different categories of KSS? How Artificial Intelligence supports KSS.
6. Explain data warehousing and data mining. Also explain the importance of data warehousing and applications of data mining.
7. What do you understand by network topology? Explain four network topologies with suitable diagram, their advantages and disadvantages.
8. Explain SDLC. Also explain waterfall model, spiral life cycle model and agile life cycle model.
9. Why is Project Management Information System (PMIS) important for Project Management? Explain the support provided by PMIS in different project phases. Describe various types of PMIS.

PART –C

(20 marks)

(Compulsory)

10. Read the following case and answer the questions:

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.

Questions: (2 x 10 = 20 marks)

- 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?
- b. What would make the system a more complete MIS rather than just doing transaction processing?
