



# INDIAN INSTITUTE OF MATERIALS MANAGEMENT

Post Graduate Diploma in Logistics & SCM  
Post Graduate Diploma in Materials Management - 2 years

Dec. 2025

PAPER No. 8 (enrollment code- PMM,PSM, CMM,CSM)

## Management Information System

Date : 17.12.2025  
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. **Total: 20 Marks**

### Part – A

[20 Marks]

(Attempt all questions. Each sub question carries 1 mark.)

#### Q.1 Fill In the Blanks

(5 Marks)

1. .... generation of computers used Integrated Circuits (ICs).
2. .... topology uses a single central cable or backbone.
3. .... information system is used for day-to-day business operations.
4. .... method often uses third-party service providers.
5. .... is a collection of practices, technologies, strategies which enable to analyse customer interactions.

#### Q.2 . Match the Following:

(5 Marks)

A

B

1. Prototype
2. Web browser
3. System Software
4. Protocol
5. OSI

- A. Windows Operating System
- B. Network model
- C. Microsoft Edge
- D. Process model
- E. SMTP

#### Q. 3. Say True or False

(5 Marks)

1. The main purpose of networking is to share resources and information.
2. E-commerce mainly refers to only electronic banking.
3. RFID technology is mainly used for coding software.
4. Artificial intelligence helps organizations by replacing networks.
5. A key strategy of Knowledge Management is Capturing and sharing best practices.

#### Q. 4. Write the full forms of the following

( 5 Marks)

1. DNS
2. NIC
3. HTML
4. ESS
5. GDSS

## **PART – B**

(Answer **Any Three**. Each question carry 2 \*x5 = 10 marks)

**[30 Marks]**

- Q.5. A) Explain the need for Information Systems in modern organizations. **(5 Marks)**  
B) Compare different types of networks. Explain each with suitable examples. **(5 Marks)**
- Q.6. A) Describe the major components of a computer system. Explain the role of each component. **(5 Marks)**  
B) Describe the major categories of Information Systems in an organization. **(5 Marks)**
- Q.7. A) what is Component Based Development? How reusable components speed up system development? **(5 Marks)**  
B) Explain the decision making process in detail. **(5 Marks)**
- Q.8. A) Discuss the relevance of Information System security in business. **(5 Marks)**  
B) Explain the structure and role of Knowledge Support Systems. **(5 Marks)**
- Q.9. A) Discuss various business applications of MIS. **(5 Marks)**  
B) Explain various phases of project management system. **(5 Marks)**

## **PART - C [Compulsory]**

**[20 Marks]**

**Q. 10 Read the following case answer the questions.**

Shreya's Mfg. Ltd. is a growing company producing industrial machine components. Despite expanding to multiple locations, it continued using manual processes and separate software tools. This caused duplicate data entry, slow MIS reporting, and poor coordination - inventory was not linked properly, MIS reports were delayed and manually prepared, procurement over-ordered due to no real-time stock data, production delays because teams lacked a synchronized plan. Therefore management decided to implement a cloud-based ERP system to integrate all business operations. Which used to improve to solve day to day business problems and support better decision-making.

**Questions (4 x 5 = 20 marks)**

1. Identify the basic components for implementation of ERP system.
2. How did ERP improve MIS reporting and information flow in the organization?
3. Why was Business Process Re-engineering important during ERP implementation?
4. What challenges faced during and after ERP implementation.

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