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MBTM-018/NMBA-018

(Following Paper ID and Roll No. to be filled in your Answer Book)

Paper ID : 294108/270108

Roll No.

0090

M.B.A.

(SEM. I) THEORY EXAMINATION, 2015-16

**FUNDAMENTALS OF COMPUTER &  
INFORMATION SYSTEM**

Time : 3 hours]

[Total Marks : 100

Note : The Question Paper Contain three Sections.

**SECTION-A**

Q.1 Attempt all questions. (10×2=20)

- (a) What is "RAM" in a computer system?
- (b) Which type of interface MS DOS and Microsoft Windows provides to the user?
- (c) Highlight the importance of "cache memory"?
- (d) Give real life examples of ERP and CRM system?
- (e) What is Feasibility Study while starting for a new project?
- (f) When you have connected 3 PC's of your small office with each other using a Hub/Switch to share

36000

(1)

P.T.O.

data then you are on which type of Computer Networking Architecture?

- (g) What is the significance of World Wide Web?
- (h) Give names of any 5 different computer Operating systems?
- (i) What is the difference between Data and Information?
- (j) What is a Web Browser? Name any two web browsers.

### SECTION-B

Attempt **any five** questions.

(10×5=50)

- 2. Write short notes on:
  - a. MS-Access.
  - b. MS-Powerpoint.
  - c. MS-Excel.
- 3. With the help of example explain how Process control System enables automation, with which a small staff of operating personnel can operate a complex process from a central control room?
- 4. How Artificial Intelligence is different from Human Intelligence ? Explain Expert system as an application of AI by giving suitable example.

5. Computers at multiple locations are supposed to share data, what can be different topologies for networking system? Explain.
6. What is the difference between the ability of a manager to retrieve information instantly on demand using an MIS and the capabilities provided by a DSS?
7. Classify different types of software with the help of suitable examples. Discuss the concept of Open source Operating system.
8. What is ERP? What are its components? Mention its merits and limitations.
9. Explain Cybercrime and its different types. Also suggest some measures to prevent cybercrime in information systems.

#### SECTION-C

10. Attempt all questions given at the end of the case study:  
(3×10=30)

Paul Buchanan, director of IS at Warburton Chemical, had called meeting with his staff as a first step in developing a new IS Strategy. Sam Warburton, the chairman and CEO, thought his company could be getting more from their information system investment and CEO, thought his to present him a plan of how to do it. The triggering event was a discussion Warburton had with

a respected fellow executive. Though his firm was only a fraction of size of Warburton Chemical, the executive had described meaningful reports that he personally received from IS and how information technology had given them a leg up on their competition. Sam Warburton was deeply concerned as he thought of IS performance in his company.

Warburton Chemical had been a Sam Warburton creation since its founding some 25 years earlier. It had grown rapidly under owners entrepreneurial reins and how had sales in excess of \$500 million. There were strong rumours that Warburton was considering an acquisition offer from a large oil company.

Buchanan opened a meeting by indicating that their system must be more user oriented. They had emphasized the operational, lower level applications and had spent an inordinate amount of time money fine-tuning, rewriting and upgrading the old programs when there were far more important management applications. The rest of the meeting was spent on a review of the Warburton organization, the various departments and individual department managers. It was obvious that Sam Warbutron ran the company with his unique personal style and that the organization had development in an unorthodox way. For the example, though planning was not a strong function with a company, the planning director reported to the vice president of engineering, who was one of most

influential executives. It was also an anomaly that finance had responsibility for purchasing and inventory control-two function normally in a bailiwick of manufacturing. All this supervised the IS group, because it was the first time they had really thought about it. Also they wondered what its relevance was to them anyway, and why an entire meeting was spent reviewing people and their organizations. Each person present had a huge backlog of work, and this type of meeting was not helping them get at it. Buchanan knew that the talk of all possible acquisition had reached all of them, he conclude the meeting by asking what impact such a move would have on their systems efforts and particularly their future direction. The consensus was that this was for the higher echelons to worry about; their job was to continue with their current applications and to make them run as efficiently as possible.

Buchanan mulled over the meeting in his mind pondered his step. His background had been technical; an engineer by education with a sharp computer bent, he had joined Warburton five years earlier and had always impressed the executives with his grasp of job and his quick answers to technical questions. Now he wondered whether it was a new ball game and whether he had the skills or background called for in this new arena.

He was uneasy, too about staff's reaction to meeting. Though they were conscientious and attentive, he sensed

a real concern on their part. Planning, strategy and organization were all new terms to them. He did not want to stretch them too much, because he considered them one of the best technical groups in the industry, a group that knew how to build applications and how to get something up and running on a computer. Turnover in his group had been low-in a market where good system analysis and programmers were in great demand.

**Questions :**

- (a) It this a good time for Buchanan to introduce his new idea?
- (b) What is significance of Warburton's organization to the IS group?
- (c) What do you think of the attitude of Buchanan's staff? Do you think it is a normal one? A desirable one?

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