**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**THIRDTRIMESTER (Batch 2020-22)**

**END TERM EXAMINATION (IMPROVEMENT), MAY-2021**

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| Course Name | **Management Information Systems** | Course Code | **ITO301** |
| Max. Time | **2 hours** | Max. Marks | **40** |

**INSTRUCTIONS:**

**Questions.1** What are some of the ways Information Technology is changing our lives? How decision making at various levels in an organization is supported by MIS? Select proper example to justify your answer. **(10)**

**Questions.2** Recently you have been appointed as Chief Information Officer (CIO) of your automobile manufacturing organization. After taking the position of CIO, the first job given to you is to propose various ways by which your organization’s data can be protected from malicious or accidental data loss. Kindly suggest various ways of protecting your organizational data. Also you are responsible to evaluate whether exciting MIS is working as per the expectations of the top management in the organization or not? You have to list down areas that you will examine for evaluating existing MIS. **(10)**

**Questions.3 Analyze the following case and answer the questions:**

**Information System in Athithi “*अतिथि*” Restaurant**

A waiter takes an order at a table in the restaurant, and then enters it online through one of the six computers 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 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:**

1. How this system is making an impact on the business mentioned in the case?
2. What would make the system a more complete MIS rather than just doing transaction processing?

**(5 +5 =10)**

**Questions.4** You are database designer for Indian Premium League (IPL) and you are given the following requirements for a developing a simple database for the IPL:

* The IPL has many teams,
* Each team has a name, a city, a coach, a captain, and a set of players.
* Each player belongs to only one team.
* Each player has a name, a position, a skill level, and a set of injury records.
* A team captain is also a player.
* A team has sponsor.

Construct an ER Diagram for IPL with above requirements/ specifications associated with IPL database. Suggest which types of reports can be generated for business decision making. **(10)**