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MB-402(LS1)

what to say, the analyst left the board room
with a feeling of total failure. (CO5)

Questions :

- (a) What are the major problems in the case ?
Who is to blame ? Why ?
- (b) Was the board chairman justified in his
criticism of the analyst ? Explain.

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Roll No.

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M. B. A. (FOURTH SEMESTER)

MID SEMESTER

EXAMINATION, May, 2023

INFORMATION TECHNOLOGY

APPLICATION

Time : 1½ Hours

Maximum Marks : 50

- Note :** (i) This question paper contains two
Sections—Section A and Section B.
- (ii) Both Sections are compulsory.
- (iii) Answer any *two* sub questions among
(a), (b) and (c) in each main question
of Section A. Each* question carries
10 marks.
- (iv) Section B consisting of case study is
compulsory. Section B is of 20 marks.

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Section—A

1. (a) What is concept of Digital Firm ? Discuss Information System in detail. (CO1, CO2)
- (b) "The advance of technology is based on making it fit in so that you don't really even notice it, so it's part of everyday life." Examine your opinion on the above statement with suitable reasons and examples. (CO1, CO2)
- (c) Explain networking medium and various devices and tools used for networking. (CO1, CO2)
2. (a) Explain Information framework. Elaborate strategic role of IT in business applications. (CO3)
- (b) "Information technology and the Internet are rapidly transforming almost every aspect of our lives - some for better, some for worse" Interpret the above statement with suitable reasons and examples. (CO3)

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- (c) Asses the role of Internet, Intranets and Extranets in a business. (Use examples). (CO3)
3. (a) Evaluate the impact of ERP in business; explain its benefits and importance in detail. (CO4)
- (b) Write the various IT security issues in an organization. Explain the role of firewall. (CO4)
- (c) Discuss role and importance of Internet with latest technologies in the different business domains. (CO4)

Section—B

4. **Case Study :** (20 Marks) (CO5)
A new on-line teller system design for a medium size bank was approved by the president, signaling the beginning of implementation. The project leader devised a master plan to specify who is to perform each

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task and in what order. New deposit slips and withdrawers were ordered and delivered three weeks before implementation. In the interim, copies of the user manual were prepared for the lobby and drive-in-tellers. Soon after the terminals were installed, the tellers begin to learn how to enter various transactions. After training sessions were over, they had a chance to ask questions and enq about the new system. Once completed, the telephone company and the computer service representative hooked up the terminal on-line with the master system. The following Monday (a week before actual conversion), the analyst asked the head teller whether the tellers would come in on Saturday to catch up on their work and run test data to reinforce recent training. The head teller agreed to overtime, but on Saturday, only 12 of 17 tellers showed up. During that time, the entire system was checked out and functioned

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as expected. The bank opened the following Monday, the online system operated normally. Customers were greeted at the door by the president. Coffee and cake were served in the lobby. At the end of the day, the analyst sent a report to the board directors informing them that the system was now in operation and all user requirements had been met. Three weeks later the analyst was called to the board meeting. The chairman criticized the analyst for exceeding the budgeted amount approved by the board. Furthermore the authorization the analyst gave the terminal vendor to bring in two CRT screens to expedite information retrieval exceeded his authority to implement the system. The bank's auditor also estimated that it would take 3.8 years rather than the initial estimate of 2.1 years to break even on the total cost of the installation. Not knowing

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