

Past Paper 2020.

QNO2:- Write down the answers of following questions:-

(1) To achieve the objectives of information technology, firms must be able to implement new technology effectively. Now what are the problems in achieving the objectives.

Some common problems and issues are :

1- Resistance to change.

2- Lack of leadership and vision.

3- Insufficient budget and resource.

4- Legacy systems and Integration challenges.

5- Data security and privacy concern.

(2) Define information system w.r.t functional perspective.

An information system can be defined as a structured and

organized combination of people, hardware, software, data and procedures designed to facilitate the collection, processing and storage within an organization to support its operations.

(3) Define process and knowledge.

• Process:-

A series of interrelated and structured activities steps designed to achieve a specific goals or produce a desired outcome.

• Knowledge:-

Knowledge refers to understanding, awareness and familiarity acquired through learning, experience and information.

(4) Differentiate lower and higher productivity.

lower productivity

It refers to a situation where an individual, team, department, or organization output is below the expected standard.

Higher productivity.

It refers to a situation where an individual, team, department, or organization output exceed desire standard.

(5) What are the risks involved in utilising information systems?

- 1- Security Breaches
- 2- Data loss
- 3- Cyber attacks
- 4- Privacy violations
- 5- Insider threats
- 6- Ethical issues

(6) What is meant by customer relationship management?

Customer Relationship Management refer to a comprehensive strategy, practices and Technology that organizations use to

manage and nurture their interactions and relationships within customers or clients.

(7) Describe the stages of innovation based model of information system implementation.

1- Identification of innovation opportunities.

2- Idea Generation and Conceptualization.

3- Feasibility Analysis

4- Development and Prototype

5- Pilot Testing

6- Implement and Monitor.

(8) What are the management issues in information technology?

- 1-Strategic Alignment
- 2-Resource Allocation
- 3-Technology Selection & Integration
- 4-Change Management
- 5-Cybersecurity and Data Privacy.

(9) What is meant by forecasting?

Forecasting refers to the process of making predictions about future events, trends or outcomes based on historical data.

(10) What are the common types of issues in an organization?

- 1-Communication Problems
- 2-Leadership Challenges
- 3-Workplace Diversity
- 4-Conflict Resolution
- 5-Performance Management
- 6-Workplace Health etc.

QNo3: Briefly write the answer of the following questions-

(1) Write a brief explanation about business information systems.

BIS refers to combination of people, processes, data and the technology that organizations use to collect, process, store and disseminate info for various business purposes.

Components :-

- 1- People
- 2- Process
- 3- Data
- 4- Technology.

Functions :-

- 1- Data Collection
- 2- Data Processing
- 3- Data Storage
- 4- Information Retrieval
- 5- Decision support
- 6- Automation

Types :-

- 1- Transaction Processing Systems
- 2- Management Information Systems
- 3- Decision Support System
- 4- Executive support system.
- 5- Customer Relationship Management.

Benefits :-

- 1- Improve Decision Making
- 2- Enhance Efficiency.
- 3- Supports strategic planning and competitive advantage.
- 4- Increase data security and data integrity.

(2) What are the benefits of strategic management. Also explain the process of strategic management.

→ Some key benefits of Strategic Management are :-

1- Clear direction and focus.

2- Competitive Advantage.

3- Resources Allocation.

4- Improved Decision-Making

5- Adaptation To Change.

6- Enhanced Performance Measurement

7- Resource Alignment

8- Risk Mitigation

→ Strategic Management:-

1- Environmental Analysis

2- Vision, Mission

- 3- Strategy Implementation.
- 4- Strategy Evaluation and control
- 5- Feedback and Learning

(3) Briefly describe the global challenges in information systems.

→ Some global challenges are as follows:-

- 1- Cybersecurity Threats
- 2- Data Privacy and Ethics
- 3- Digital Inequality.
- 4- Technology Disruption
- 5- Fake news
- 6- Sustainability and Environmental impact
- 7- Global Supply chain challenges
- 8- Regulatory Compliance
- 9- Healthcare information system
- 10- Ethical AI and Bias
- 11- Cross Border Data Flow
- 12- Digital Identity and Authorization.

Past Paper 2016

Q No 2:- Answer the following short questions:-

(1) Define and enlist the activities of Information System.

Information System is a set of interconnected components that work together to collect, process, store and disseminate information to support decision making, coordinates, control and visualisation within an organization.

→ Activities :-

- Data Collection
- Data Processing
- Data Storage
- Data Analysis etc.

(2) Briefly explain the dimensions of IS?

- Data
- People
- Processes
- Organization
- Information
- Technology
- Data Management

(3) Differentiate Data warehousing and Data Mining.

- Data Warehousing:-

The primary purpose of data warehouse is store and manage large volumes of structured data from various sources in centralized repository for reporting and analysis.

- Data Mining:-

The purpose of data mining is to discover hidden patterns, relationships, trends and insights from large datasets including unstructured or semistructured data.

(10) Explain levels of decision-making that must be supported by IT in a good organization.

IT plays a crucial role in supporting decision-making at different levels of management within an organization. It provides

the necessary data, tools, systems to enable executives to make strategic decisions, middle managers to make tactic decisions, and front-line employees to make operational decisions efficiently and effectively.

QNO3 » Long Questions »

(1) Explain the Revenue Models of E-commerce with examples.

Revenue model in e-commerce refer to methods by which online businesses generate income or revenue from their operations. There are several revenue model in e-commerce each with its own set of strategies and approaches.

Example:-

In Freemium model, a basic version of a product or service

offer for free while charging for premium features or additional content or enhanced functionality.

In crowdfunding, individuals or businesses raise funds for projects, or ventures by collecting small contribution from a large number of people, typically through online platform.

(2) While using IT in business which kind of security and ethical challenges in society?

→ Security Challenges:-

- 1- Cybersecurity threats
- 2- Data breaches
- 3- Insider threats
- 4- Regulatory Challenges
- 5- Cloud Security etc.

→ Ethical Challenges:-

- 1- Digital Divide
- 2- Job Displacement
- 3- Environmental Impact
- 4- Social Media and misinformation
- 5- Employee Monitoring
- 6- Algorithmic bias.

Past Paper 2015

Q NO 2:- Short Questions:-

- (1) Discuss briefly sources of information with examples.

Sources of information refers to origins or channels through which information is obtained, collected and made available. These resources can widely ranging from physical or digital resources.

→ Example:-

Printed material etc.

(2) How are information systems transforming business, and what is their relationship to globalization?

- Information Systems are transforming business and their range in context of globalization by:
 - Efficiency and Productivity.
 - Data Driven Decision Making.
 - Global Market reach etc.

(4) What ethical and social issues are raised by IS?

- Privacy and Data Protection
- Security and cybersecurity
- Accuracy and Reliability
- Intellectual Property etc.

(5) Discuss relationships between information system and DBS?

→ Both IS and DBS are related by following:

- Data management
- Data storage
- Data Retrieval
- Data Storage
- Data Integration
- Data Consistency

QNo3:- Long Questions:-

(1) Discuss capabilities of Supply Chain Management (SCM)

systems regarding planning and execution with brief description.

SCM system are powerful tools used by organizations streamline and optimize their supply chain processes. SCM systems offer various capabilities in both planning and executing phases of supply chain.

→ Planning Capabilities :-

- Demand Planning
- Inventory Optimization
- Supply Planning
- Production Planning and Scheduling.
- Transportation Management.

→ Executive Capabilities :-

- Order Management
- Warehouse Management

- Suppliers Collaboration
- Track and Trace
- Quality Control
- Cost Management

(2) Access how information technology and systems have affected information rights, privacy and freedom.

→ Information Rights :-

- Access To Information
- Freedom of Speech
- Intellectual Property.

→ Privacy -

- Challenges To Privacy

- Data Breaches
- Surveillance
- Privacy Regulations

→ Freedom:-

- Online Expression
- Censorship and Control
- Digital Divide
- Online Harassment and Hate Speech.