

Time: 3 Hrs.

Max. Marks: 75

(Write your Roll No. on the top immediately on receipt of this question paper)

Note: Answer five questions in all. Question no. 6 is compulsory.

- Que 1** What are different models of management? Define system approach model. Why military and government agencies are most appropriate examples for system model? 15
- Que 2** Describe management structure of different organizations. What are main differences between Government, Corporate and NGO setups. Justify your answer with suitable examples. 15
- Que 3** How would enterprise systems give organizations competitive advantage by simply implementing them? Design an IT infrastructure (logical block diagram) of an enterprise system for a startup trading company, keeping in mind that the company cannot afford the expansive hardware and software. 15
- Que 4** How does wireless technology provide business value? Name and describe the principal wireless transmission media and devices. Describe the challenges posed by wireless technology and some ways to address them. 15
- Que 5** Robert V. Head, a consultant on MIS planning, provided ten guidelines to help MIS executives who are on the threshold of experimenting with strategic MIS planning: 15
1. Make provisions in the systems plan for taking small steps rapidly. "Don't have a plan with goals extending so far into the future that there is no way of tracking it."
 2. Develop alternative plans when significant contradictory trends are discerned in business objectives or technology.
 3. Interface the systems plan with the corporate plan, modifying both appropriately.
 4. Document the systems plan in a format intelligible to top management and arrange for personal presentation.
 5. Establish a formal mechanism for review and reiteration of the systems plan.
 6. Develop a system for tabulating and forecasting utilization of installed data processing (DP) equipment.
 7. Fix the organizational responsibility for systems planning.
 8. Rotate the assignment of technical personnel to the planning staff in order to avoid an "ivory tower aura."
 9. Budget for research and development.
 10. Set up a comparative systems intelligence activity.

Discuss the following in detail:

1. What can be the drawback of having a formal system as mentioned in point 5?
2. Can transparency make organizational responsibility more effective?

Que 6

A waiter takes an order at a table, and then enters it online via one of the six terminals 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 and waitresses 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. In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?
2. What would make the system a more complete MIS rather than just doing transaction processing?
3. Explain the probable effects that making the system more formal would have on the customers and the management.