Below is your **chapter-wise categorized list** of *all questions* from Dhaka City College, Sheikh Borhanuddin Post Graduate College, and the previous two Information System Management exam papers.

# 📖 INFORMATION SYSTEM MANAGEMENT – CHAPTER-WISE QUESTION BANK (Updated & Complete)

## ✿ Chapter 1: Fundamentals of Information Systems & IS Management

1. What is information system management? Explain benefits of information system management.
2. What is information system? Define event, data, and business information.
3. Why is IS management important for business success?
4. List out some roles of information system within an organization.
5. What are the challenges in information system management? Describe three major themes of ISM challenges in today's business world.
6. What are the strategies and goals organizations are setting to cope up with the changes in external and internal organizational work environment?
7. What are the four elements one should consider to construct a better model for IS function? Describe these elements in details.
8. What are the trends in technological environment which are shaping ISM nowadays?
9. Describe the usefulness of strategic use of IT in G2P sector.

## 🌐 Chapter 2: Management Information Systems (MIS)

1. What is Management Information System (MIS)? Why do you need to study MIS?
2. Write the characteristics of Management Information System.
3. Describe the impact of AI in MIS.
4. Compare MIS and DSS.
5. Write down the differences between MIS and DSS.
6. What is telecommunication, and what is its role in MIS?

## 🏢 Chapter 3: Information Systems in Organizations

1. Describe the Cox Model for information system.
2. Describe how Cox's model can be utilized to understand the roles of IT in organizations. Describe Cox model in four stages.
3. Who is CIO? What are the responsibilities of a CIO in managing IT?
4. What are the five new roles IT is playing right now in business organizations?
5. What are the three different strategic uses of IT in business?
6. What are the strategic uses of IT (B2E, B2C, B2B, G2P)?
7. What are the differences between IT-based management system and traditional management system?

8. What is success factor? Describe the planning technique for critical success factor.
9. What is success factor? Describe the planning critical for success factor.
10. Describe Roger Woolfe's model to predict cost of IT integration and risk pyramid in correspondence to B2B relationship intimacy level.
11. Describe Roger Woolfe's Federal Model for outsourcing.

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## ✵ Chapter 4: Planning, Strategy & Success Factors

1. What is IS planning? Why planning paradox IS is so important?
2. Discuss the differences among strategic, tactical, and operational planning.
3. Describe different types of planning techniques.
4. What is success factor? Describe the planning technique for critical success factor.
5. Describe value chain analysis technique.
6. What is success factor? Describe the planning critical for success factor. (repeat from other set)
7. What is success factor? Describe the planning technique for critical success factor. (combined phrasing)

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## 🖬 Chapter 5: Distributed Systems, Data Warehousing & ERP

1. Define distributed system. Explain different types of distributed systems.
2. What are the types of distributed system?
3. Describe attributes of distributed system.
4. What are the steps in data warehousing project?
5. What is a data warehouse, and what are its main steps and benefits?
6. What is Enterprise Resource Planning (ERP)? Describe the benefits of ERP.
7. What is ERP, and how does it benefit organizations?
8. Describe the phases of system development.
9. Describe middleware system integration and inter-organizational system development.

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## 📦 Chapter 6: System Development & Project Management

1. What is system development? Describe the phases of system development.
2. Who is project management? What are the responsibilities of business project managers?
3. Describe the phases of system development.
4. What is success factor? Describe the planning critical for success factor.
5. Write short notes on: (i) Structured development (ii) Computer-aided software engineering (CASE).

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## ☁ Chapter 7: Cloud Computing & Modern IT Roles

1. What is cloud computing? Write down the characteristics of cloud computing.
2. What is cloud computing, and what are its characteristics?
3. What is business intelligence? How it is related to database technology?
4. What is expert system? What are types of expert system?

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# ▦ Chapter 8: Decision Support Systems (DSS), Intelligence & Knowledge Management

1. What is decision-support-system? What are the characteristics of DSS?
2. Compare MIS and DSS.
3. Write short note on group decision support system.
4. What are the benefits of using intelligence techniques for knowledge management?
5. What is knowledge management? How does it promote organizational learning?
6. Describe on content management system.
7. Describe the content management system.
8. What do you mean by data mining with example? What are the benefits of it?

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# 🧰 Chapter 9: Content, Data & Business Process Management

1. Describe the content management system.
2. Describe on content management system.
3. Explain about business process management.
4. Define Transaction Processing System (TPS). Explain TPS with an example.
5. Describe various functional business systems.
6. Define Customer Relationship Management (CRM). Explain various phases of CRM.
7. What is enterprise collaboration system (ECS)? What are the major goals of an ECS?
8. What are the major goals of an ECS?
9. Discuss about data vasodilation with an example.

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# 📦 Chapter 10: Infrastructure, Network & Security

1. Describe four levels of IT infrastructure.
2. Describe value chain analysis technique.
3. Describe the various layers of the TCP/IP model.
4. What is network topology? Explain Ring and Mesh network topology.
5. Describe the various tools of security management of information system.
6. How information security is ensured in IS?

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