

**TRIBHUVAN UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
Office of the Dean  
March - April 2017

**Full Marks: 40**

**Time: 2 hrs.**

**BIM / Seventh Semester / IT 226: Management Information System**

*Candidates are required to answer all the questions in their own words as far as practicable.*

**Group "A"**

**1. Brief Answer Questions:**

**[10 × 1 = 10]**

- i. Define an information system.
- ii. What do you mean by customer centered business?
- iii. Define OLAP.
- iv. Define distributed database.
- v. Define sales force automation.
- vi. List three features of quality information.
- vii. Define goal-seeking analysis.
- viii. In which level of management TPS is used?
- ix. Define e-commerce.
- x. What do you mean by bargaining power of customer?

**Group "B"**

**Short Answer Questions:**

**[5 × 4 = 20]**

2. Explain the components of IS in detail with appropriate example.
3. How can Internet technologies be involved in improving a process in any one of the functions of business? Choose one example and evaluate its business value.
4. How a company can become agile? Explain.
5. Explain value chain of a firm with example.
6. Explain financial management system of a college.

**Group "C"**

**Comprehensive Questions:**

**[2 × 5 = 10]**

7. What is the difference between the ability of a manager to retrieve information instantly on demand using an MIS and the capabilities provided by a DSS?
8. Explain any two entities of the departmental store about which it must store data. Write reason for considering those entities also.