

**IS703**

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# **M S RAMAIAH INSTITUTE OF TECHNOLOGY**

(AUTONOMOUS INSTITUTE, AFFILIATED TO VTU)

BANGALORE – 560 054

## **SEMESTER END EXAMINATIONS – DEC 2013 / JAN 2014**

Course & Branch	: <b>B.E.- INFORMATION SCIENCE &amp; ENGG.</b>	Semester	: <b>VII</b>
Subject	: <b>Information Systems</b>	Max. Marks	: <b>100</b>
Subject Code	: <b>IS703</b>	Duration	: <b>3 Hrs</b>

### **Instructions to the Candidates:**

- Answer one full question from each unit.

### **UNIT – I**

1. a) Describe the components of computer based information system. (05)  
b) What strategies might companies use to gain a competitive advantage? (10)  
c) Why has the Internet been called the creator of new business model? (05)
2. a) Discuss the relationships among business pressures, organizational responses and information systems. (08)  
b) Describe the characteristics of the digital economy and e-business (06)  
c) Why is it important to become knowledgeable about information technology if you are not working as an IT employee? (06)

### **UNIT – II**

3. a) Describe the various ethical issues related to information technology and identify situations in which they occur. (10)  
b) Describe the major alternative methods and tools for building information systems (10)
4. a) What are the different types of alien software? (10)  
b) Outline the steps taken for software and vendor selection (10)

### **UNIT – III**

5. a) State the need and differences of *Data Warehouse* and *Database*. (10)  
b) How are the network applications of communication and its collaboration related? List the type of communications tools. (10)



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6. a) Explain the operation of data warehousing and its role in Decision Support. (10)  
b) How do businesses use networks to improve their operations? (10)

## UNIT – IV

7. a) Differentiate between B2C and B2B. List at-least two examples each of C2C and B2E. (10)  
b) What do you understand by the term 'm-Commerce'? What are the factors that drive 'm-Commerce'? (10)
8. a) What are wireless networks? Discuss the *four* major threats to wireless networks. (10)  
b) Define electronic commerce, its scope, benefits, limitations and types. (06)  
c) Explain the different forms of Electronic payments. (04)

## UNIT – V

9. a) Give a brief overview of Transaction Processing Systems (TPS) and Customer Relationship Management Systems (CRM). (10)  
b) Define Expert Systems and Identify its Components. (10)
10. a) Describe Supply Chain Management Systems. What do you understand by Enterprise Resource Planning (ERP)? (10)  
b) What is Decision Support System? Discuss its capabilities. (10)

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