MBHC-2.1

Sl. No.

II Semester M.B.A. Degree Examination, May/June - 2026
MANAGEMENT
Information Technology for Managers
(CBCS, SLM Scheme)

Time : 3 Hours **Maximum Marks : 80**

SECTION - A

Answer any FIVE questions. Each question carries Five marks. **(5×5=25)**

1. Explain the system view of business with a simple example.
2. Differentiate between Master file and Transaction file with an example.
3. Briefly explain any two phases of decision-making process in MIS.
4. What is the role of system testing in IS development?
5. Explain Front-end and Back-end software with examples.
6. Write a short note on Cybercrime and its impact on managers.
7. State the advantages of Customer Relationship Management (CRM).

SECTION - B

Answer any FOUR questions. Each question carries Ten marks. **(4×10=40)**

8. Discuss the applications and benefits of business information systems.
9. Analyze the role of MIS in organizational decision-making.
10. Discuss the process of Database design and development in MIS.
11. Define Knowledge Management. Explain its tools and benefits in organizations.
12. Explain the applications of HRIS, Marketing IS, and Financial IS.
13. Critically analyze the role of IT in E-commerce and Supply Chain Management.

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SECTION - C

14. Case (Compulsory). **(1×15=15)**

ABC Textiles, a mid-sized manufacturing company, faced frequent delays in its supply chain and poor decision-making due to fragmented information systems. To overcome this, the management implemented an ERP system integrating HR, Finance, and SCM modules. The company also adopted Data Warehousing and Business Intelligence tools for real-time reporting. Within a year, efficiency improved, customer satisfaction increased, and decision-making became faster. However, the company now faces cybersecurity threats and is exploring better policies for data privacy and ethical IT management.

Questions:

a) How did ERP and Data Warehousing improve ABC Textiles performance?

b) What cybersecurity and ethical challenges might ABC Textiles face, and how can they be managed?
