

# CBAT, KUSHITIA

## Management Information System(MIS)

### Lecture

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#### 01. What is system?

**Ans:** A system is a set of interrelated components with a clearly defined boundary working together to achieve a common set of objective.

#### 02. What is information system?

**Ans:** An information system is an organized communication of people hardware, software, communication network, and data resources that collects, transforms and disseminates information in an organization.

#### 03. What is information technology (IT)?

**Ans:** Information technology refers to the various hardware, software, networking and data management component, necessary for the system to operate.

#### 04. What are the different between information system and information technology?

**Ans: information system :** The terms information system and information technology some time used interchangeable but in reality they are two distinct concepts./ An information system is tools that creates process, stores and disseminate information to help manager make decision.

**information technology :** Information technologies on the other hand, are technologies that support the design and development of information system./ Technologies by themselves are just that technologies, they themselves do nothing for an organization it is when technologies are carefully integrated into and existents business environment and are guided by business needs and opportunities that yield significant result.

#### 05. What are the components or resources of an information system (IS)?

**Ans:** People resources or main resources:/ Hardware resources/ Software resources:/ Data resources:/ Network resources

#### 06. Discuss various types of information system (IS)

**Ans: A. Operating support system (OSS):** 1. Transaction processing system (TPS)/ 2. Process control system (PCS)/ 3. Enterprise collaboration system (ECS)/ **B. Management support system (MSS):** 1. Management information system (MIS)/ 2. Decision, support system (DSS) / 3. Execution information system (EIS).

#### 07. Discuss the activities or functions of information system.

**Ans:** Input of data resources:/ Processing:/ Storage of data resources:/ Control of system performance.

**08. What are three fundamental roles of management reformation system (MIS)? discuss briefly.**

**Ans: 01. To support business process:** Information system supports the business process and operations at many retail stores. / **02. To support decision making:** Information system also help is to managers and other business professional make better decision. / **03. To support competitive advantage:** Innovative application of information technology helps a business to gain strategic advantage over competitor.

**09. Define Management Information System (MIS)?/ There are five basis area of knowledge Or Discuss**

**Ans: Management Information System (MIS):** Management information system is an organized combination of people hardware, software, communication network and data resources that collect transforms and disseminates information in an organization

**Discuss:** 01. Foundation concept:/ 02. Technology:/ 03. Application:/ 04. Development:/ 05. Management.

**10. What are the characteristics of management information system (MIS)?**

**Ans:** 01. MIS supports structured and semi-structured decision "; at the operational and management controlled level./ 02. MIS generally reporting and control oriented./ 03. MIS generally aid in decision making past and present data./ 04. MIS meets the requirement of the management in organization./ 05. MIS provides a prompt flow of information to the-manager./ 06. It is avail in promoting both the quantitative and qualitative./ 07. It provides easy access to both the internal user as well as external user./ 08. MIS provides the manager with correct, clear and meaningful information to the user.

**11. Differentiate between data and information.**

**Ans: Data :** Data is the raw materials from which information is generated./ Data is appears in form of text number, figure, audio, video, image or any combination of these./ Data may or may not useful to the decision maker and data must be processed to be become useful./ There are many way to collect data. For example, Summary, internet, interview./ We can compare data as a raw material to produced information.

**Information:** When we process data and convert into a form that is useful and meaningful to decision makers it becomes information./ After processing data into a meaningful form it become information./ Decision maker use information to make decision./ Human beings apply facts principle, knowledge, experience, solution to convert data into information./ We can compare information as finished goods.

**12. Discuss the role of e-business in business./ business Value/ Internal, External**

**Ans:** E-business in the use of internet technologies to work and computer business process. E-commerce and enterprise collaboration with in a company and with its customer, suppliers and other business stakeholders. Many businesses today are using internet technologies to web enable business process and create innovative e-business application. These company relay on e-business application to

a. Reengineer internet business process;/ b. Implement e-commerce system with their customers and suppliers;/ c. Promote enterprise collaboration among business teams and work groups.

**13. What do you mean by business processes re-engineering.**

**Ans:** Business process re-engineering is a fundamental rethinking and radical design of business process to achieve dramatic improvement in cost, quality, speed, and service. So business process re-engineering combines a strategy of promoting business innovation with a strategy of making major improvement to business, so that a company can become a must stranger and more successful competition in the market place.

**14. Differentiate between business process re-engineering and business improvement.**

**Ans: Re-engineering :** Level of change Radical/ Process change Brand new process/ Starting point Clean state/ Frequency of change Periodic one time change/ Time required Long time

**business improvement :** Level of change Incremental/ Process change Improve new process version/ Starting point Existing process/ Frequency of change One time of continuous/ Time required Short time.

**15. Define Computer Hardware.**

**Ans:** Hardware includes all physical devices and materials used in information processing. Specially, it includes not only machines, such as computers and other equipment, but also all data media, that is, all tangible objects on which data is recorded, from sheets of paper to magnetic disks.

**16. What do you mean by computer system?**

**Ans:** Computer system is computer hardware as a system of input, processing, output, storage, and control components. Thus a computer system consists of input and output devices, primary and secondary storage devices, central processing unit, the control unit within the CPU and other peripheral devices.

**17. What are the categories of computer system?**

**Ans:** Mainframe computer system:/ Midrange computer system:/ Micro computer system:/ Super computer system

**18. Why companies are using mainframe as servers for e-commerce?**

**Ans:** 01. Most critical business data may already be stored on the mainframe./ 02. Mainframe scalability can handle growing internet traffic./ 03. Mainframe applications were designed to work within clients such as NetPCs and NCs./ 04. Built-in mainframe security can be combined with new cryptographic coprocessor and upcoming fire wall capabilities./ 05. Data is safer on the mainframe than on many servers./ 06. Internet tools are integrated right into the mainframe's operating system./ 07. New mainframe offer huge savings in size, energy, and maintenance.

**19. Identify the components and functions of a computer system.**

**Ans:** 01. Input:/ 02. Processing:/ 03. Output:/ 04. Storage:/ 05. Control:

**20. Identify the computer systems and peripherals you would acquire or recommended for a business and explain the reasons for your selections.**

**Ans:** Monitors:/ Printers:/ Scanners:/ Hard disk drives/ CD-ROM drives:/ Backup systems.

**21. Identify the major technologies and users of computer peripherals for input, output, and storage.**

**Ans:** **A. Input technologies:** Pointing Devices/ Pen-based computing/ Voice recognition and response:/ Optical scanning/ **B. Output technologies:** Video output:/ Printed output./ **C. Storage trends and trade-offs:** Semi-conductor memory/ RAM (Random Access Memory)/ ROM.(read Only Memory).

**22. What is Software?**

**Ans:** Software is the general term for various types of program used to operate and manipulate computer, and related devices. In other words computer program and procedure concern with the operation of an information system are called software.

**23. That are the major types of computer software?**

**Ans:** **A. Application software:** (i) **General purpose application program:** Software suites/ Web browsers;/ Electronic mail;/ Word processing;/ Spreadsheets;/ Database managers;/ Presentation graphics;/ Personal information managers;/ Desktop publishing;/ Integrated packages;/ Group ware/ (ii) **Application specific program :** Business-accounting, sales managers, transaction processing, electronic commerce etc./ Science and engineering./ Education, entertainment etc.

**B. System software:** (i) **System management program:** Operating system;/ Network management programs;/ Database management system;/ system utilities/ Performance monitors;/ Security monitors./ (ii) **System development program:** Programming language translator;/ Programming editors and tools;/ Computer-Aided Software Engineering (CASE) package.

**24. Which application software packages are the most important for a business and end user to know how to use? Explain the reasons for your choice.**

**Ans :** 01. Customer relationship management;/ 02. Enterprise resources planning;/ 03. Supply chain management;/ 04. Data warehousing and data mining;/ 05. Software regarding, accounting, marketing, manufacturing, and HRM financial management etc./ 06. E-commerce software;/ 07. Decision support system (DSS) and data analysis.

**25. Define operating system**

**Ans:** An operating system is an integrated system of programs that manages the operation of the CPU. Control the input or output and storage resources and activities of the computer system, and provides various support services as the computer executes the application program of users.

**26. Why is an operating system necessary? 'OR' Discuss the importance of an operating system.**

**Ans:** The user interface/ Resource management:/ File management:/ Task management:/ Utilities and other functions.

**27. What do you mean by programming language? What are its major types?**

**Ans: Programming language:** Programming language is a language that allows a program to develop the instructions in computer system. For example, Machine language, assembler language etc.

**Types:** Machine language or first generation language/ Assembler language or second generation language/ High level language or third generation language/ Fourth generation language/ Objective-oriented language.

**28. What do you mean by telecommunication and data communication?**

**Ans: Telecommunication:** Telecommunication is the sending of information in any form (example - Voice, data, text, and image) from one place to another using electronic or light emitting media. However all forms of telecommunications now rely on computers and computerized devices.

**Data communication:** Data communication is more specific terms that describe the transmitting and receiving of data over communication links between one or more computer system and a variety of input/output terminals.

**29. Identify the major types of business applications and the business value of telecommunications network.**

**Ans: (A) Telecommunication network:** Enterprise collaboration system / Electronic commerce system: /Internal business system. **(B) Business value of telecommunication network:** Overcome geographic barriers/ Overcome time barriers/ Overcome cost barriers:/ Overcome structural barriers.

**30. Identify the basic components of telecommunications network. "Or" Draw telecommunication network model.**

**Ans:** Terminal:/ Telecommunication processors/ Telecommunication channels/ Computer/ Telecommunication software.

**31. Discuss the basic functions of telecommunications network.**

**Ans:** 01. Transmit information;/ 02. Establish the interface between the sender and receiver;/ 03. Route message along with most efficient path;/ 04. Performs elementary processing of the information to ensure that the right message get to the right receiver;/ 05. Perform editorial task on the better;/ 06. Convert message form one speed to another and form one format to another;/ 07. Telecommunication systems control the flow of information.

**32. What are the various types of telecommunications network?**

**Ans:** 01. Wide Area Networks (WANs);/ 02. Local Area Networks (LANs);/ 03. Internetworks;/ 04. Intranets and extranets./ Client/server networks/ Interorganizational networks.

**33. What do you mean by information super highway?**

**Ans:** Information super highway is an advance high speed internet like network that connects individuals, household, business, government agencies, libraries and other institutions with interactive voice, videos, data and multimedia communications.

**34. What do you mean by telecommunications software? Discuss the common functions of telecommunications software.**

**Ans: Telecommunication software:** Telecommunication software is a vital component of all telecommunications network. Telecommunication software middleware can help devices in its networks communicate with each other. For example, MS Explorer.

**Functions of telecommunications software :** Access control/ Transmission control/ Network management/ Error control/ Security management.

### **35. Define Data Resource Management.**

**Ans:** Data resource management is a managerial activity that applies information system technologies like database management and other management tools to the task of managing an organization's data resources to meet the information needs of business user. It has three components.

### **36. What are the fundamental data concepts? OR" How data is organized?**

**Ans; 01. Bits:** Bits is the smallest unit of data./ **02. Character (Byte):** A character is a letter, number, or special character./ **03. Field:** A field consists of a grouping of character./ **04. File:** A file is collection of related record./ **05. Record:** A record is a collection of related field./ **06. Database;** A database is a logically organized collection of related data designed for a specific purpose.

### **37. Explain the importance of data resource management to an organization.**

**Ans:** Reduce data redundancy/ Ensure data integration/ Reduce data dependent/ Ensure flexibility/ Ensure security/ Ensure easy sharing; and availability of data

### **38. Define Database Management System.**

**Ans:** Database management system is a set of computer programs that control the creation, maintenance and utilization of the database of an organization.

### **39. What are the functions of Database Management System?**

**Ans:** Organize data/ Integrate data;/ Separate data:/ Control data:/ Retrieve data./ Protect data.

### **40. Discuss the advantages of Database Management System.**

**Ans:** Reduce the duplication of data/ Easily obtainable information/ Increase the security of data/ Reduce programming cost/ Reduce program and file maintenance cost.

### **41. Discuss the benefits and limitations of Database Management.**

**Ans:** Difficult and expensive/ More hardware capability is required/ Longer processing time/ Vulnerability errors, fraud and failure/ Security concerns

### **42. Discuss the steps involved in developing a database.**

**Ans:** 01. Data planning;/ 02. Requirements specification;/ 03. Conceptual design;/ 04. Logical design;/ 05. Physical design;

### **43. Discuss the types of database.**

**Ans:** Operational database:/ Analytical database:/ Data warehouses:/ Distributed database/ End user database/ External database.

### **44. Identify several major ways that companies are using the Internet for business.**

**Ans:** Communication and collaborations/ Electronic commerce/ Interactive marketing/ Strategic alliances.

### **45. Define Internet. What are its popular uses?**

**Ans: Internet:** The internet is a rapidly growing network of millions of business education and research and network connecting hundreds of millions of computers and they are users in 'over two hundred countries.

**Popular uses :** Surf:/ E-mail/ Discuss/ Publish/ Buy and sale/ Download/ Compute/ Other uses.

### **46. Define Intranet. Discuss the business value of Intranet.**

**Ans: Intranet :** An intranet is a network inside an organization that uses internet technologies (such as web browser and servers, TCP/IP networks protocols, HTML, hypermedia document publishing and database

and so on' to provide an internet like environment within the enterprise for information sharing, communications, collaborate on and support of business process.

**Business value of Intranet:** Communications and collaborations/ Web publishing/ Business operations and management.

**47. Define Extranet. Discuss the business value of Extranets**

**Ans: Extranet:** Extranets are network links that use internet technology to interconnect the intranet of a business with the intranets of its customers, suppliers or other business partners.

**business value of Extranets:** Firstly/ Secondly/ Thus/ Also

**48. How the Internet applications provide significant business value to a company its customers?**

**Ans:** Global dissemination/ Interaction/ Customization/ Collaboration/ Electronic commerce/ Integration

**49. How can the Internet improve customer value, relationships and service for a business?**

**Ans:** 01. Lower support cost by empowering customer to solve issue independently./ 02. Provide global access to critical customer service information and forum any time./ 03. Empower business partner with hot links to related online resolution information./ 04. Improve service by focusing internet customers support resources on complex issues./ 05. Create to active service and marketing programs./ 06. Seamless web telephony integration for priority responsiveness.

**50. What do you mean by Interactive marketing?**

**Ans:** Interactive marketing is the process of intranets and extranets and others networks may also be used to enable a multilevel interaction between a company's marketing, development, and customer support personnel, and its customers and prospective customers.

**51. Discuss the interactive marketing process on the Internet.**

**Ans:** Step - 1: Segment and identify potential customers/ Step — 2: Create promotional, advertising and educational material/ Step - 3; Put the material on customer on computer screen: (i) Push-based marketing: (ii) Pull-based marketing:/ SUP - 4; Interactive with customer./ Step - 5: Learning from customer:/ Step - 6: Online customer service.

**52. Discuss the business value of the Internet**

**Ans: Business\Value of internet:** The internet provides a synthesis of computing and communication capabilities that adds value to every part of the business cycle. Primary reasons for business value include the use of the internet and Web for interactive marketing and customer service.

**Most companies are building commercial sites on the World Wide Web to achieve four major business objectives:-** 01. Attract new customers via Web marketing and advertising./ 02. Improve service to existing customers via Web customer service and support functions./ 03. Develop new web-based markets and distribution channels for existing product./ 04. Develop new information-based products accessible on the Web.

**53. Define e-business.**

**Ans:** E-business is the use of internet technologies to empower business processes, e-commerce and enterprise communication and collaboration -with in a company and its various stock holders.

**54. Define transaction processing system.**

**Ans:** Transaction processing systems are cross functional information system that process data resulting from the occurrence of business transactions. And transaction are events that occur as a part of doing business, such as purchases, deposit etc.

**55. Discuss the transaction processing cycle.**

**Ans:** Data entry/ Transaction processing/ Database maintenance/ Document and report generation/ Inquiry processing

**56. What do you mean by Enterprise collaboration system?**

**Ans:** Enterprise collaboration systems are cross functional information system that enhances communication, co-ordination and collaboration among the members of business teams and work groups.

**57. Discuss the various tools for Enterprise collaboration.**

**Ans: 01. Electronic communication tools:** These tools enable a person to electronically send messages, document and files in data, text, voice or multimedia over computer network./ **02. Electronic conferencing tools:** These tools help people communicate and collaborate while working together i.e. video conferencing, chat system etc./ **03. Collaborative work management tools:** These tools help people accomplish on manage group work activities, i.e. work flow system.

**58. Define Customer Relationship Management (CRM).**

**Ans:** CRM generally refers to a software based approach to handling customer relation. CRM is a combination of policies process and strategies implemented by an organization to unify its customer's interaction and provide a means to track customer information.

**59. What are the three phases of Customer Relationship Management (CRM)?**

**Ans: 01. Acquire:** CRM software tools and databases help acquire new customers by doing a superior job of contract management, sales prospecting, selling, direct marketing, and fulfillment./ **02. Enhance;** CRM helps keep customer happy by supporting superior services from a responsive network team of sales and service specialists and business partners./ **03. Retained;** CRM analytical software and databases help a company to retain and expand their business via targeted marketing and relationship marketing programs.

**60. What are the benefits and challenges of Customer Relationship Management (CRM)?**

**Ans:** Helps identify and target best customer:/ Helps real time customization, and personalization/ Keeping customer records/ Tracking all customer contacts/ Creating customer cheater targeted marketing/ Running process from one single software program/ Creating invoices and quotes.

**61. What is Enterprise Resource Planning (ERP)?**

**Ans:** A suite cross-functional enterprise resource planning1 (ERP) software for the packaged goods industry developed by Oracle Corporation and his business partners. ERP software focuses on supporting the supply chain processes involved in the operations of a business.

**62. What are the benefits and challenges Enterprise Resource Planning (ERP)?**

**Ans: 01. Quality and efficiency;** ERP creates a framework for improving a company's business process. / **02. Decrease cost:** ERP create a framework for improving a company's internal business process that also results in reducing wastages and in turns and consequently decreasing the cost./ **03. Decision support:** ERP provides vital cross functional information business performance quickly to managers that improve their ability to make better decision in a timely manner./ **04. Enterprise agility:** ERP removes many barriers of business process of information systems and information resources that results in a more agile and adoptive organization are work force.

**63. What are the Supply Chain Management (SCM)**

**Ans:** Supply Chain Management (SCM) is a cross functional enterprise system that uses information technblogy to help support and manage the links between some of a company's key business process and those "Of its various share holder.

**64. What are the benefits and challenges of Supply Chain Management (SCM)?**

**Ans:** 01. Faster or more accurate order processing;/ 02. Reduction in inventory level;/ 03. weaker time to market;/ 04. Lower transaction and material cost;/ 05. Strategic, relationship with the supplier./ 06. Achieving agility and responsiveness in meeting the demands of customers and business partners.

**65. Define Electronic Data Interchange (EDI).**

**Ans:** Electronic data interface (EDI) involves the electronic exchange of business transactions document cover the internet and other networks between supply chain trading partners (organization and their customer and supplier).

**66. Discuss the business benefits of Electronic Data Interchange (EDI).**

**Ans:** 01. Complete automation of an e-commerce supply chain process./ 02. EDI automatically tracks inventory changes trigger order invoice and other document related to transaction./ 03. EDI automatically schedule and confirms delivery and payment./ 04. EDI stream lines processes./ 05. Save time./ 06. Increases accuracy.

**67. What do you mean by e-commerce?**

**Ans:** E-commerce is the buying and selling, marketing and servicing and delivering and payment of products, services and information cover the internet, intranets, extranet and other networks between an enterprise and its customer, suppliers and business partners.

**68. Differentiate between e-business and e-commerce.**

**Ans: E-business :** E-business is the use of internet technologies to empower business processes, e-commerce and enterprise communication and collaboration with in a company and its various stock holders./ The scope of e-business is wider then that of e-commerce./ E-business empowers business process, e-commerce, enterprise communication and collaboration./ E-business uses internet for empowering business process, e-commerce enterprise communication and collaboration.

**E-commerce:** E-commerce is the buying and selling, marketing and servicing and delivering and payment of products, service./ The scope of e-commerce is limited then that of e-business./ E-commerce is a part of e-business./ E-commerce uses internet for buying, selling, marketing, servicing and delivering and payment of product, services and information.

**69. What are the three basic categories of e-commerce?**

**Ans:** Business to consumer/ Business to business e-commerce/ Consumer to consumer e-commerce

**70. What are the various e-commerce success factors?**

**Ans:** Selection and value/ Performance and services/ Look of feel/ Advertising and incentives/ Personal attention/ Community relationship/ Security and reliability

**71. What do you mean by electronic fund transfer (EFT)?**

**Ans:** Electronic fund transfer is the development of banking and payment system that transfer fund electronically instead of using cash or proper document such as cheques.

**72. Discuss the business value of e-commerce.**

**Ans:** Product promotion/ New sales channels/ Direct saving/ Time to market/ Customer service/ Brand corporate image/ Technology learning/ Customer relationship/ New product capabilities.

**73. What do you mean by Decision Support System (DSS)?**

**Ans:** Decision support system is an information system that decision model, a database and decision makers own insights in an add hoer, interactive analytical process to reach a specific decision by specification decision maker.

**74. Distinguish between MIS and DSS.**

**Ans:**

**MIS:** Management information system is an organized combination of people hardware, software, communication network and data resources that collect transforms and disseminates information in an organization./ Provide information about the performance of the organization./ Periodic, exception demand, and push reports and responses./ Pre-specified, fixed for rate.

**DSS :** Decision support system is an information system that utilize decision model, a database and decision makers own insights in an add hoer, interactive analytical process to reach a specific decision by specification decision maker./ Provide information and decision support techniques to analyze specific problems or opportunities./ Interactive inquiries and responses./ Ad hoc, flexible and adaptable format.

**75. What do you mean by Executive Information System (EIS)?**

**Ans:** Executive Information System is an information system that provides strategic information tailor's the meets of executives and the decision maker. Top executive get the information they need from many sources, including letters, memos, periodicals, and reports produced manually as well as by computer system. Other sources of executive information are meeting telephone calls, social activities.

**75. What do you mean by artificial Intelligence and expert system?**

**Ans: Artificial intelligence:** Artificial intelligence is a science and technologies whose goals are to develop computer that can think, as well as see hear work, talk and fit, many trust is the development of computer function, normally associated with human intelligences.

**Expert system:** Expert system is a computer based system that uses is knowledge about a specific complex application area, to act as an expert consultant to user.

**76. Describe the various steps of the system approach to problem solving.**

**Ans:** Defining the problem/ Statement of the problem/ Statement of business requirements/ Summary of alternative solutions/ Evaluation of alternative solution/ Rational for the selected solution.

**77. What do you mean by information systems development or application development?**

**Ans:** When the systems approach to problem solving is applied to the development of information system solutions to business problems, it is called information systems development or Application development.

**78. What do you mean by information systems development cycle? Or, what do you mean by systems development life cycle (SDLC)?**

**Ans: SDLC:** Using the system approach to developing information system solution can be viewed as a multi-step process called the information systems development cycle. It is also known as SDLC.

**SDLC cycle:** Investigation/ Analysis/ Design/ Implementation/ Maintenance.

**79. Draw and discuss a model of "Developing is solution.**

**Ans:** Investigation/ System analysis/ System design/ System implementation/ System maintenance.

**80. What are the various ways to gather information for system development?**

**Ans:** 01. Interview with employees, customers, and managers;/ 02. Questionnaires to appropriate end user in the organization/ 03 Personal observation, video taping, or involvement in end user work activities/ 04.Examination of documents, reports, producers manuals, and other documentation/ 05 Development, simulation of a model of the work activities.

**81. Short notes:**

**Ans:**

**Feasibility study:** A feasibility study is a preliminary study which investigates the information needs of prospective user and determines the resource requirements, costs, benefits, and feasibility of a proposed project are determined.

**B) Organizational feasibility;** Organizational feasibility focuses on how well a proposed information system suppose the objective of the organization and its strategic plan for information system.

**C) Technical feasibility:** Technical feasibility can demonstrated if reliable hardware and software capable of meeting the needs of a proposed system can be acquire are developed by the business in the required time.

**D) Economic feasibility:** Economic feasibility is concerns with whether expected cost savings, increased revenue, increased profits, reductions in required investment and others types of benefit with exceeds the cost of developing and operating a proposed system.

**E) Operational feasibility:** Operation feasibility is the willingness and ability of the management, employees, customers, suppliers and others to operates use and support a proposed system. For example, if the software for a new system is too difficult to use, employees may make to many errors and avoid using it.

**82. What are the major benefits of computer-based information system?**

**Ans: (A) Major benefits of computer-based information :** Increase in sales or profits/ Decrease in information processing costs;/ Decrease in operating cost/ Decrease in required investment/ Increase operational ability and efficiency.

**(B) Intangible benefits:** New or improved information availability;/ Improved abilities in computation and analysis;/ Improve customer service/ Improve employee morale/ Improved management decision making.

### **83. What do you mean by prototyping?**

**Ans:** Prototyping is the rapid development and testing of working models, or prototypes, of new applications in an interactive, iterative process that can be used by both systems analysts and end user. Prototyping makes the development process faster and easier for system analysts, especially for projects where end user requirements are hard to define.

### **84. Identify the major activities involved in the implementation of a new information system.**

**Ans:** Acquisition of hard ware, software, and services./ Software development or modification/ End user training/ System documentation/ Conversion : >Parallel, >Pilot, > Phased, > Plunge.

### **85. What do you mean by computer crime?**

**Ans:** Computer crime: Criminal actions accomplished through use of computer system, especially with intent to defraud, destroy or make unauthorized use of computer system resources.

Computer Crime includes suggestions for increasing the security and reliability of \ personal computers, as well as links to websites on computer viruses, computer crime, and anti- / virus and firewall software.

### **86. Describe different types of computer crime.**

**Ans: (A) Unauthorized use of a computer:** Computer virus, worm, trojan Horse/ **(B) Old crimes:** (i) Using the Internet or online services to solicit sex is similar to other forms of solicitation of sex, and so is not a new crime (ii) Using computers can be another way to commit either larceny or fraud / **(C) False origin:** (i) E -mails with bogus From

**Similar issues arise in both:** (1) fictitious From: addresses in some unsolicited commercial e-mail, also called spam or junk e-mail, and (2) fictitious source IP addresses in denial of service attacks.

### **87. Discuss the various tools of security management.**

**Ans:** Virtual private networks/ Firewalls/ Networks security protocols/ Encryptions/ Security software tools/ Access control/ Proxy agent/system/ Authentication/ Intrusion detection.

### **88. What are the major components of Information Technology management? How should Information Technology be managed?**

**Ans: Major components of Information Technology management:**

Managing the joint development and implementation of business or IT strategies/ Managing the development and implementation of new business or IT applications and technologies/ Managing the IT organization and the IT infrastructure

**How should Information Technology be managed:** These we have seen information technology is an essential component of business success of today. But information technology is also a vital business resource that must be properly managed. This managerial approach has three major components

### **89 Discuss the major dimensions of global e-business technology management?**

**Ans: (1) Global IT Management/ (2) Cultural, political, and geo-economic challenges: (i) Global business or IT strategic:** (a) Multi-national strategies/ (b) International strategies/(c). Global strategies **(ii) Business application portfolio/ (iii) Internet based technology platform/ (iv) Data resources management/Data access issue/ (v) System development**

### **90. How is information technology used in modern information system to support end user and managerial decision makers?**

**Ans: Modern Information Technology for Management**

In an increasingly complex world, people involved in managerial activities must use computers to support decision making and collect information necessary to perform their work. They must learn how to use new tools and techniques which are developed in the field of management (Turban, 1998). These tools and techniques include applications designed for problem analysis and decision support. Modern Information Technology has also been expanding for several reasons: speed of computation, processing and storage capacity, cost effectiveness, quality support

(a) Decision Support Systems: Decision support systems (DSS) are a natural progression from information reporting systems and transaction processing systems

(b) Executive Information Systems: Executive information systems (EIS) are management information systems tailored to the strategic information needs of top management.

**91. Why is it growing problem in electronic commerce?**

**Ans:** Wasting the customer's time/ Lack of compatibility with more than one browser/ Poor overall web design/ Poor customer service options Under estimating security concerns of customers.

**92. What do you mean by strategic information system?**

**Ans:** A Strategic Information System (SIS) is a system that helps companies change or otherwise alter their business strategy and/or structure. It is typically utilized to streamline and quicken the reaction time to environmental changes and aid it in achieving a competitive advantage.

**93. Why are strategic information systems essential in business today?**

**Ans:** 1) Decision support systems that enable to develop a strategic approach to align Information Systems (IS) or Information Technologies (IT) with an organization's business strategies/ 2) Primarily Enterprise resource planning solutions that integrate/link the business processes to meet the enterprise objectives for the optimization of the enterprise resources/ 3) Database systems with the "data mining" capabilities to make the best use of available corporate information for marketing, production, promotion and innovation. The SIS systems also facilitate identification of the data collection strategies to help optimize database marketing opportunities/ 4) The real-time information Systems that intend to maintain a rapid-response and the quality indicators

**94. List and describe the step in the prototyping process.**

**Ans:** 1. The new system requirements are defined in as much detail as possible. / 2. A preliminary design is created for the new system./ 3. A first prototype of the new system is constructed from the preliminary design./ 4. The users thoroughly evaluate the first prototype, noting its strengths and weaknesses, what needs to be added, and what should to be removed./ 5. The first prototype is modified, based on the comments supplied by the users, and a second prototype of the new system is constructed./ 6. The second prototype is evaluated in the same manner as was the first prototype./ 7. The preceding steps are iterated as many times as necessary, until the users are satisfied that the prototype represents the final product desired./ 8. The final system is constructed, based on the final prototype./ 9. The final system is thoroughly evaluated and tested. Routine maintenance is carried out on a continuing basis to prevent large-scale failures and to minimize downtime.