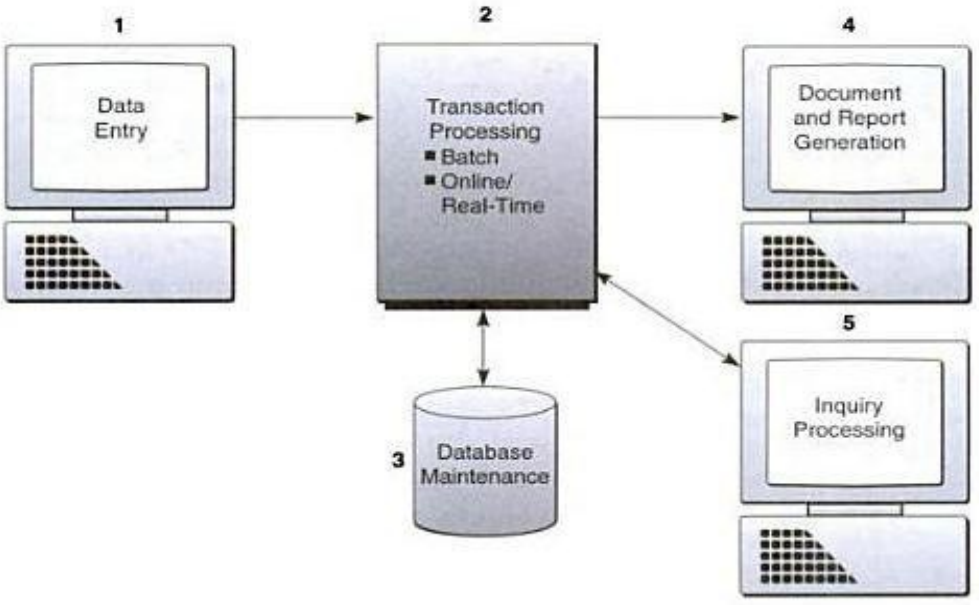
Internal Assessment Test 2 – Nov 2020

SCHEME AND SOLUTION

Sub:	Information Management System					Sub Code:	17IS753	Branch:	ISE		
Date:	07/11/2020	Duration:	90 min's	Max Marks:	50	Sem / Sec:	VII - A			OBE	
Answer any Three FULL Questions from Part A and Part B is mandatory									MARKS	CO	RBT
1	a. Which System is a set of information which processes the data transaction in database system that monitors transaction programs? [2] **Transactions** are events that occur as part of doing business, such as sales, purchases, deposits, withdrawals, refunds, and payments. Data about the customer, product, salesperson, and store and so on, must be captured and processed. This in turn causes additional transactions, such as credit checks, customer billing, inventory changes, and increases in accounts retrievable balances, which generate even more data. Therefore, TPS play a vital role in supporting the operation of an e-business enterprise. b. The system is useful when something is sold over the internet. It allows for a time delay between when an item is being sold to when it is actually sold. 2 **Online transaction processing systems** plays a strategic role in e-commerce. Many firms are using the Internet, extranets and other networks that tie them electronically to their customers or suppliers for online transaction processing (OLTP). They provide superior service to customers and other trading partners. This capability adds value to their products and services, and thus gives them an important way to differentiate themselves from their competitors. c. Explain in detail about the Processing System. 6 **The transaction processing cycle**								[10] [2+2+6]	CO 1	L2

FIGURE 7.5 The transaction processing cycle. Note that transaction processing system cycle of data entry, transaction processing, database maintenance, document and report gener processing activities.



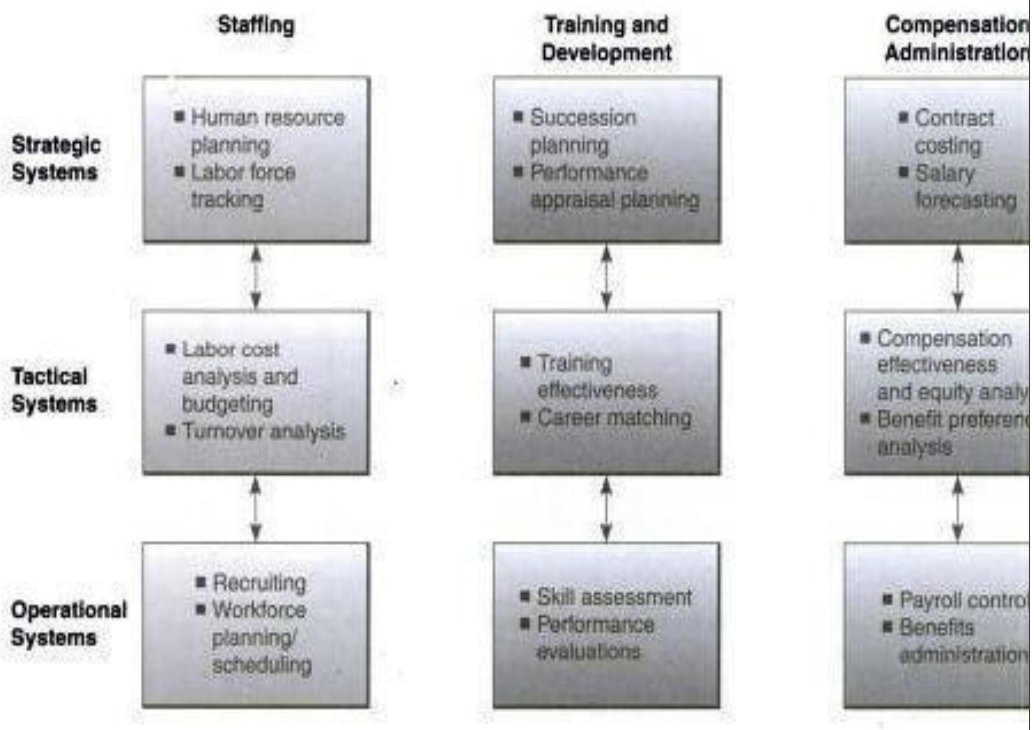
- **Data Entry.** The first step of the transaction processing cycle is the capture of business data. This is done by scanning of bar codes and credit card readers or e-commerce website on the Internet. The proper recording and editing of data so they are quickly and correctly captured for processing is one of the major design challenges of information systems.
- **Transaction Processing.** TPS process data in two basic ways:

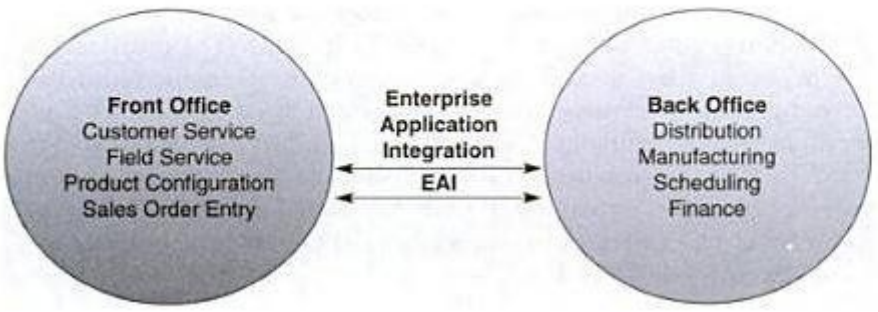
  Batch Processing: transaction data are accumulated over a period of time and processed periodically.

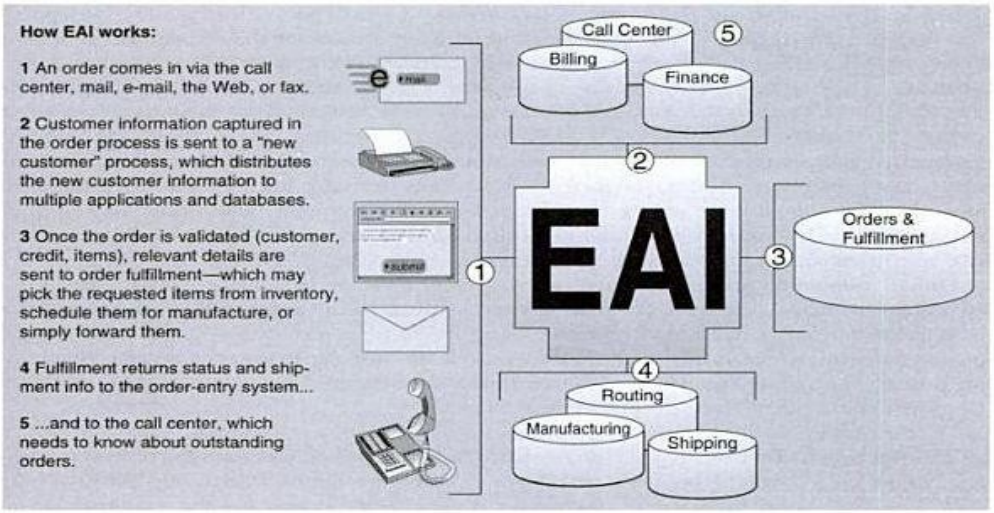
  Real Time Processing: (online processing) data are processed immediately after a transaction occurs. They depend on the capabilities of *fault tolerant* computer systems that can continue to operate even if parts of the system fail.
- **Database Maintenance.** It is done by TPS so that they are always correct and up-to-date. For ex: maintaining proper account balances of credit card holders. Database maintenance ensures that these and other changes are reflected in the data records stored in the company's databases.

Document and Report Generation. TPS produce a variety of documents like purchase orders, paycheques, sales receipts, invoices and customer statements. It also produces reports such as a payroll register, or edits reports that describe errors detected during processing.

Inquiry Processing. Many TPS allow you to use the internet, intranets, extranets and web browsers or database management query languages to make inquiries and receive responses concerning the results of transaction processing activity. Responses are displayed in a variety of pre-specified formats or screens.

2	a. Justify a system is an information technology system that captures, stores and shares information related to the practices, policies and management of human resources in an organization. [5] The Human Resource Management (HRM) function involves the recruitment, placement, evaluation, compensation, and development of the employees of an organisation. The goal of HRM is the effective and efficient use of the human resources of a company.Thus, **human resource information systems** are designed to support: Planning to meet the personnel needs of the business. Development of employees to their full potential. Control of all personnel policies and programs.Originally, businesses used computer-based information systems to Produce paycheques and payroll reports Maintain personnel records b. Illustrate the Same System and explain the functionalities in detail?[5] c. Analyze the use of personnel in business operationsMany firms have also developed HRIS that also support d. Recruitment, selection and hiring e. Job placement f. Performance appraisals g. Employee benefits analysis Training and development Health, safety and security FIGURE 7.12 Human resource information systems support the strategic, tactical, and operatio the human resources of an organization.  	[10][5+5]	CO 1	L3

	HRM and the Internet – companies are also using commercial recruiting services and databases on the WWW, posting messages in selected Internet newsgroups and communicating with job applicants via e-mail. The Internet has a wealth of information and contacts for both employers and job hunters such as monster.com, hotjobs.com. These websites are full of reports, statistics, and other useful HRM information, such as job reports by industry, or listings of the top recruiting markets by industry and profession. **HRM and Corporate Intranets** – Intranets allow the HRM department to provide around-the-clock services to their customers: the employees. It can collect information online from employees for input to their HRM files, and they can enable managers and other employees to perform HRM tasks. It can serve as a superior training tool. Employees can easily download instructions and processes to get the information or education they need. Thus, the intranet eliminates the need to loan out and track training videos.			
3	a. Justify a refers to software and systems used to plan and manage all the core supply chain, manufacturing, services, financial and other processes of an organization. EAI also provides **middleware** that performs data conversion and co- ordination, application communication and messaging services, and access to the application interfaces involved. Thus, EAI software can integrate a variety of enterprise application clusters by letting them exchange data according to rules derived from the business process models developed by users. b. Find out the system? **Enterprise application integration (EAI)** software is being used by many companies to connect their major e-business applications. EAI software enables users to model the business processes involved in the interactions that should occur between business applications. c. Why it is needed to be in Business? FIGURE 7.3 Enterprise application integration software interconnects front-o applications.  Integration is a vital capability that provides real business value to a business enterprise that must respond quickly and effectively to	[10] [2+2+2+4]	CO 2	L2

	business events and customer demands. EAI also streamlines sales order processing so products and services can be delivered faster. d. Estimate the cost for the system? **FIGURE 7.4** An example of a new customer order process showing how EAI middleware connects several business information systems within a company.  			
4	Discuss and Justify the case study dealing with the failures of ERP system with Hersheys and Sathyam Computers. Here are the relevant facts: In 1996, Hershey's set out to upgrade its patchwork of legacy IT systems into an integrated ERP environment. It chose SAP's R/3 ERP software, Manugistics' supply chain management (SCM) software and Seibel's customer relationship management (CRM) software. Despite a recommended implementation time of 48 months, Hershey's demanded a 30-month turnaround so that it could roll out the systems before Y2K. Based on these scheduling demands, the cutover was planned for July of 1999. This go-live scheduling coincided with Hershey's busiest periods – the time during which it would receive the bulk of its Halloween and Christmas orders. To meet the aggressive scheduling demands, Hershey's implementation team had to cut corners on critical systems testing phases. When the systems went live in July of 1999, unforeseen issues prevented orders from flowing through the systems. As a result, Hershey's was incapable of processing $100 million worth of Kiss and Jolly Rancher orders, even though it had most of the inventory in stock. Satyam Computers were once the crown jewel of Indian IT industry, but were brought to the ground by its founders in 2009 as a result of financial crime. The debacle of Satyam raised a debate about the role of CEO in driving a company to the heights of success and its relation with the board members and core committees. The scam brought to the light the role of corporate governance (CG) in shaping the protocols related to the working of audit committees and duties of board members.According to the findings of SFIO, Satyam's balance sheet as on September 7, 2008 carried an accrued interest of Rs. 376 crore, which was non-existent. These figures of accrued interest wereshown in balance sheets in order to suppress the detection of such non-existent fixed	[10]	CO 3	L2

	deposits on account of inflated profits. The investigations also detailed that the company had deliberately paid taxes of about 186.91 crores on account of the non-existent accrued interests of Rs 376 crores,which was a considerable loss for the company. SFIO report clearly states that the company had created a false impression about its fixed deposits summing to be about Rs 3318.37 crore while they actually held FDRs of just about Rs 9.96 crores. The SFIO report affirmed that the falsification of current account deposits was done mainly through Bank of Baroda, New York Branch and various other banks in India, namely Citi Bank, HDFC and HSBC. While Bank of Baroda, New York Branch in a reply to the investigative team said that the closing balance as on September 30, 2008 was $1.08 crore as against $37.9 crore stated by Satyam. The bank also said the stationary used by Satyam for the account statement, was not sent by their branch. They also used to generate confirmations of bank balances at the end of every quarter against non-existent fixed deposit and interest thereon.						
	Part B						
1.	Causes of ERP Failure is A. Business managers and IT professionals under-estimated the complexity of the planning B. development and training needed to prepare new ERP system. C. Failure to involve affected employees in the planning and development phases and to change	[1]	CO1	L3			

	management programs. D. all of the above			
2.	Trends are shaping ERP's continuing evolution in A. Improvements in integration and flexibility B. Internal communication C. external communication	[1]	CO1	L3
3.	The objective of SCM is to significantly A. reduce costs B. increase efficiency C. improve their supply chain cycle times D. all above	[1]	CO1	L1
4.	The top 3 levels	[1]	CO1	L1

	of SCM planning with objectives and outcomes are A. strategic, tactical and operational B. tracks inventory changes; triggers orders, invoices C. None of the above			
5.	Lack of proper demand planning knowledge, tools, and guidelines is a major source of _____failure A. SCM B. ERP C. HRM D. CRM	[1]	CO1	L2
6.	categories of CRM are A. operational CRM, transactional	[1]	CO1	L2

	CRM, Collaborative CRM B. operational CRM,analytical CRM,Collaborative CRM C. None of the above			
7.	A supply chain is also called as a A. Supplier chain B. Customer chain C. value chain	[1]	CO1	L1
8.	They are also used to help plan the types of material needed in the production process, which is called A. Computer-aided manufacturing (CAM) B. material requirements planning	[1]	CO1	L1

	(MRP) C. Manufacturing execution systems (MES)			
9.	Siebel systems, Oracle, PeopleSoft, SAP AG, Epiphany for A. ERP B. CRM C. SCM	[1]	CO1	L2
10.	The application of information to scan an organization's environment is: A. external communication. B. information overload. C. sensing. D. internal communication.	[1]	CO1	L2
11.	When a bank uses the information to	[1]	CO1	L1

	launch a personalized credit card product this: A. manages risks. B. creates a new opportunity. C. adds value. D. reduces costs.			
12.	When a bank uses business performance management software to monitor its performance in differences regions this: A. reduces costs. B. manages risks. C. adds value. D. creates a new	[1]	CO1	L1

	oppo rtunit y			
13.	When an enterpris e offers web self-service for customer s to answer their question s, the primary outcome is: A. a dds value. B. m anages risks. C. r educes costs. D. c reates a new opportun ity.	[1]	CO1	L1
14.	When an enterpris e offers web self-service for customer s to answer their question s, the primary outcome is: A. a dds value. B. m anages	[1]	CO1	L1

	risks. C. reduces costs. D. creates a new opportunity.			
15.	The general transformation cycle for information is: A. information to data to knowledge. B. knowledge of data to information. C. data to knowledge to information. D. data to information to knowledge.	[1]	CO1	L2
16.	The most important attribute of information quality that a manager requires is:	[1]	CO1	L3

	A. relevance. B. media. C. presentation. D. timeliness.			
17.	To improve the performance of a business process, which of the following is most relevant? A. Input. B. Processing. C. Control and feedback D. All of the above.	[1]	CO1	L3

18.	The majority of publically available Internet information sources are: A. created in XML. B. structured information. C. normal information. D. unstructured information.	[1]	CO 1	L1
19.	what are the cross-functional departments available within an enterprise A. Accounts ,Finance ,partners,customers B. Human resource,accounts,Finance, Marketing C. employees, customers,finance	[2]	CO 1	L2