

POKHARA UNIVERSITY

Level: Bachelor

Semester: Fall

Programme: BBA/BI/BHM/TT

Course: Introduction to Management Information System

Year: 2021

Full Marks: 100

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. figures in the margin indicate full marks.

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What do you mean by computer software?
2. List different phases of SDLC.
3. Briefly define computer network.
4. Define Data Mart & Data mining.
5. Differentiate between e-business and e-commerce?
6. What do you mean by POS?
7. Define ERP.
8. What is OLAP?
9. What do you mean by Intranet and Extranet?
10. List the characteristics of MIS.

Section "B"

Descriptive Answer Questions

Attempt any six questions. [6×10]

11. Define information system. What are the fundamental resources of an information system? Explain.
12. Define network topology. Explain any three network topologies used in computer networks.
13. Differentiate between MIS and DSS? Describe the components of DSS.
14. Define CRM and its components. Explain the significance of CRM in business.
15. a) What do you mean by computer reservation system? Explain.
b) Discuss the concept of Global Distribution System.
16. What is computer memory? Briefly discuss the different types of memory used in computer.
17. a) Write about different types of decision structures.
b) Briefly describe TPS with its major characteristics.

Section "C"
Case Analysis

18. Read the case situation given below and answer the questions that follow:

[20]

First, we didn't need to visit the bank teller anymore. Then we were able to stick our checks right into the ATM without an envelope. Now we won't have to leave the house to make deposits.

Sacramento, California – based Schools Financial Credit Union is one of the latest banks to allow customers to scan checks at home and deposit them over the Internet. Golden One Credit Union, also from California, had introduced scanner-based check deposits in July 2009. "Banking's not the way it was five or 10 years ago," said Nathan Schmidt, a vice president at Schools Financial. "With any type of technology, it becomes more convenient to self-service."

Even with the widespread use of direct deposit and online banking, people still write and receive millions of paper checks each year. And for the most part, when we have to deposit a paper check, we still need to go to an ATM to do it.

Businesses have been making deposits over the Internet far longer, ever, since the passage in 2004 of the federal Check 21 Act, which made a digital image of a check legally acceptable for payment. Businesses quickly saw the benefits of the new law. Sending checks as digital images eliminated courier costs and paperwork.

The extension of the service to consumer has come much more slowly. Cary Whaley, a director at Washington, D.C. – based Independent Community Bankers of America, says financial institutions have been wary about potential fraud.

"For many banks, it remains a business application," Whaley says. "The next step is the consumer side, but a lot of community banks are a little wary. When you're getting into thousands of consumers, the challenge for banks and credit unions is not only monitoring risk, but monitoring for changes in transactions and transaction amounts."

But some bankers say consumers are increasingly demanding the same convenience given to their business counterparts, and it's simply a matter of time before remote deposits become much more widespread.

When Schools Financial Credit Union decided to take the plunge, it included safeguards to prevent abuse. Customers must use their existing secure online banking log-in, and they can't transmit items more than twice a day.

Users have a time limit to scan and deposit the check online, and checks

must meet specific requirements before they are deposited. Post-dated, damaged, or lightly printed checks, for instance, will not scan properly and cannot be deposited.

“So many people prefer to do self-service. They choose to go online—maybe they’re parents with small kids, or they might not want to go to an ATM at 3 a.m.,” says Golden One’s chief executive officer, Teresa Halleck.

“People are already online,” she says. “They’re comfortable with electronic delivery and they’re looking for more.”

Questions:

- a) How has this new system supported business processes and operations?
- b) In what ways have customers achieved value from this implementation?
- c) How vulnerable might this system be to external threats?
- d) What kind of internet and mobile technologies do customers need to access this system?
- e) In the context of Nepal, do you think this kind of system will be a success?