UNIVERSITY OF PETROLEUM & ENERGY STUDIES
End Semester Examination (Online) – July, 2020

Program: MBA (GENERAL MANAGEMENT) 2019 **Semester : II**
Subject/Course: Management Information System (MIS) **Max. Marks: 100**
Course Code: DSIT7009 **Duration : 3 Hours**

IMPORTANT INSTRUCTIONS

1. *The student must write his/her name and enrolment no. in the space designated above.*
2. *The questions have to be answered in this MS Word document.*
3. *After attempting the questions in this document, the student has to upload this MS Word document on Blackboard.*

		Marks	COs
Q.1	Why the business firms need MIS? Discuss major types of MIS.	20	CO1
Q.2	What are the different types of information required by the different levels of management? Explain with examples/KPIs.	20	CO4
Q.3	List various KPIs that are tracked on monthly/quarterly basis to evaluate performance of the organization across functions in a department. Take KPIs either from a CRM (customers) or an ERP (logistics) or a SCM (procurement) system.	20	CO2
Q.4	Differentiate in detail between MIS and DSS (Decision Support Systems).	20	CO3
Q.5	Discuss on the information strategies needed for enterprises to undergo digital transformations in the post covid-19 landscape. Discuss on technology levers for remote operations, real-time monitoring, robotic process automation, etc.	20	CO5

ANSWERS