

# S.S.T College of Arts and Commerce

Ulhasnagar-4

Internal Examination - March 2022

Class: SYBMS (IV)  
Duration: 40 Minutes

SUB: Information Technology in Business Management - II  
Marks :- 20

## Q.1 Objective Type Questions

(10 M)

### A. Select one correct option from the following (5 M)

1. The most important reason for failure of MIS is \_\_\_\_\_  
a) Use of proper tools for design  
b) Non-involvement of end-user  
c) Improper specification  
d) proper decision
2. The full form OLAP is \_\_\_\_\_  
a) Online Analytical Processing  
b) Online Advanced Processing  
c) Online Advanced Preparation  
d) Online Analytical Performance
3. MDSS stands for \_\_\_\_\_  
a) Marketing Decision Support System  
b) Major Decision Support System  
c) Management DSS  
d) Marketing Domain Services System
4. ERP applications are most commonly deployed in a \_\_\_\_\_  
a) Distributed Environment  
b) Private Environment  
c) Closed Environment  
d) Derived Environment
5. \_\_\_\_\_ processes information to support the decision-making process of a manager.  
a) TPS  
b) DBS  
c) DSS  
d) MSS

### B. State whether the following are true or false (5 M)

1. In 3 tier ERP architectures, the server handles both the application and database duties.
2. TPS is an Information system application that assists decision making.
3. In an ideal ERP, multiple databases are utilized in a system.
4. Knowledge Management is a component of DSS.
5. The basic idea of CRM is to treat different customer differently.

## Q.2 Theory / Practical Question Paper (Any 2 out of 3)

(10 M)

1. What is an ERP? What are the important implementation steps?
2. Explain the characteristics of MIS.
3. How does workflow automation help CRM?

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