

**INDIAN MARITIME UNIVERSITY**  
(A Central University, Government of India)  
**End Semester Examinations - June/July 2019**  
**M. Tech. (Marine Engineering and Management)**  
**Semester-II**  
**Management Information System (PG13T1205)**

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**Date: 28-06-2019**

**Maximum Marks: 60**

**Time: 3hrs**

**Pass Marks: 30**

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**Answer any five questions.**  
**All questions carry equal marks.**

**(5 x 12 Marks = 60 Marks)**

1. (a) Name four information systems that are used in the organization.  
(b) Describe (i) Transaction Processing System (ii) Structure and process of an Expert System.  

[4+2x4=12]
2. (a) What is IT-architecture of an organization? Give two important roles of IT-architecture in the organization.  
(b) Draw a schematic IT-architecture showing databases, servers and software, intranet, extranet and security setups of an online travel agency. Describe briefly the elements shown in the architecture.  

[6+6=12]
3. (a) What is the use of CRM system in an organization. Explain the critical success factors for CRM.  
(b) Give four reasons why CRM fails.  

[6+6=12]
4. (a) What is data warehouse? Describe the process of creating a data warehouse.  
(b) A RDBMS contains the data in the following two tables.  
Employee (empcode, salary, dept\_id)  
Department (dept\_id, deptname, location)

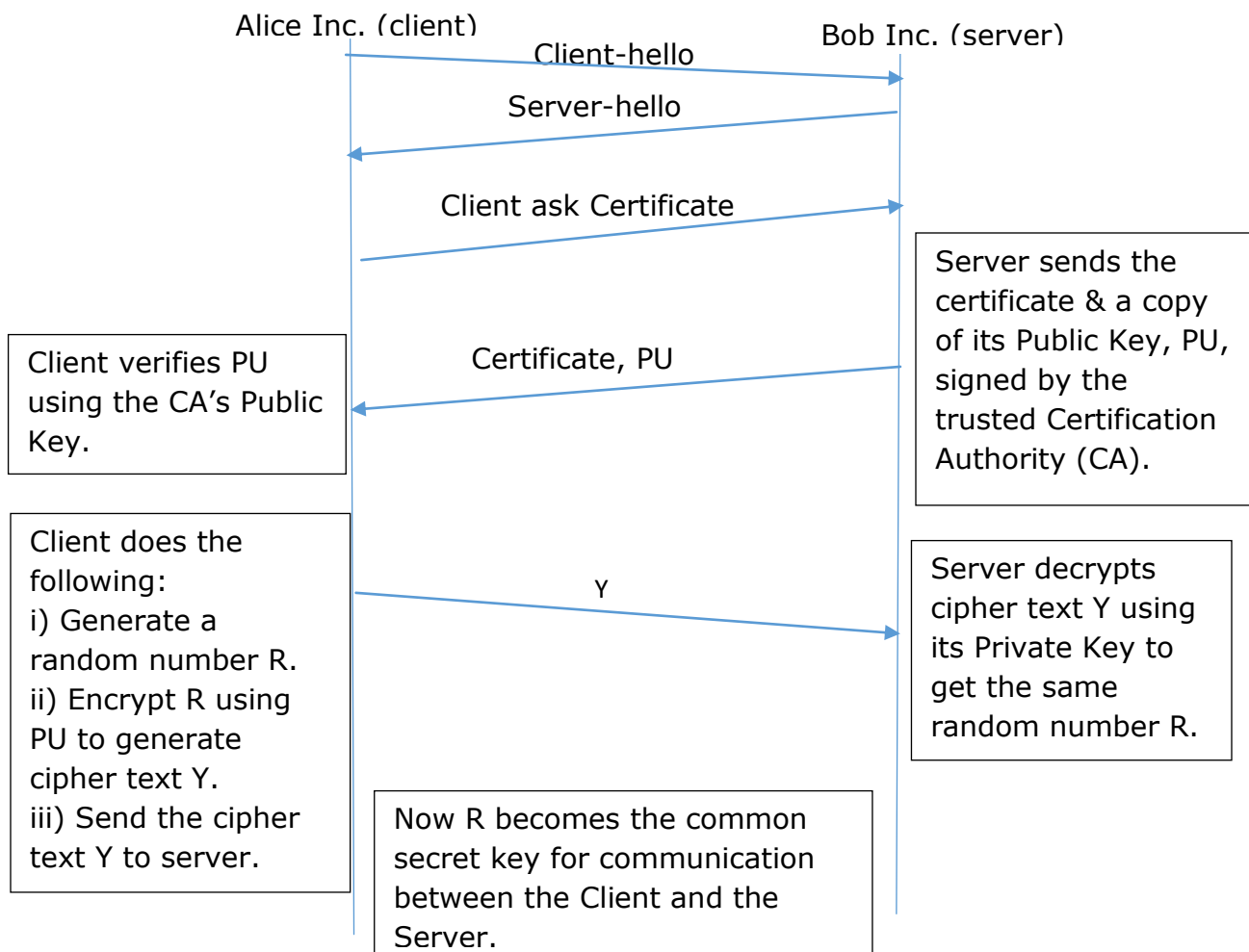
(c) Primary key of each table is underlined. Answer the following queries in SQL.

(i) List the department names located in Kolkata.

(ii) Find the department name wise total salary. [4+4+4=12]

5. (a) Explain the Security requirement Triad- CIA.

(b) The following protocol is given to exchange a secret key between the client and the server using Public-key certificate. Justify the protocol in terms of (i) Authentication of the sources (ii) Confidentiality of the key and (iii) Integrity of the key.



[6+6=12]

6. Write short notes on any three of the following:

- a) Geographic Information System
- b) IoT
- c) 3D Printing
- d) Blockchain
- e) Crowdsourcing and Crowdfunding

[4X3=12]

7. (a) Develop a Knowledge Management System Architecture with its tools.

(b) State whether the following statements are true or false? Justify?

(i) Knowledge management (KM) requires substantial investment in hardware and software.

(ii) KM is an analytical information, processed for specific goal.

(iii) Knowledge once created, its use is automatic straight away with assured benefits.

[6+6=12]

8. (a) Discuss various types Information's MIS & DSS required at various management levels.

(b) "There are four Stages of Decision making Process" Justify in the domain of MIS & DSS and elaborate.

[6+6=12]

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