

**PAVENDAR BHARATHIDASAN COLLEGE OF ARTS AND SCIENCE**

**MANAGEMENT INFORMATION SYSTEM (MIS)**

**QUESTION BANK (5 UNITS)**

**Subject Code: 16MBECA2**

**Class: III B.COM (CA)**

**Unit I**

**2 Mark Questions**

**1) What do you mean by MIS?**

- Management Information System or MIS broadly refers to a **Computer Based System.**
- The Management Information System (MIS) **computer (or) Computerized Financial information organizes program in a system.**
- Such may that it **produces regular report** or operating for every level of management in a company.
- It is usually also possible **to special report from the operations.**

**2) Different components of MIS system?**

- Hardware
- Software
- People
- Telecommunication
- Procedure
- Data

**3) What is Hardware and Software?**

**Hardware**

- It refers to the physical parts of a computer and related devices.
- Two types of are hardware.
  - 1. Internal Hardware.**
  - 2. External Hardware.**

**Software**

- It is the **collection of computer program (or) set of program.**
- Related data that provides the **instruction or data.**
- It used to **control and manage the overall database.**

**4) What is Subsystem?**

- A sub system is **simply a system.**
- Thus means that a system **exists on more than one level.**
- It can be compared of subsystem or elements parts.

**5) Define Management?**

- Management information system is an information system **used for decision making.**

- For the **coordination, control, analysis and visualization** of information in an organization.
- The study of the management information system **testing people, processes and technology in an organization context.**

**6) Different types of MIS?**

- Office automation system (OAS)
- Transaction Processing System (TPS)
- Knowledge Based System (KBS)
- Management Information System (MIS)
- Decision Support System (DSS)
- Executive Information System (EIS)

**7) What is Centralized and Decentralized system?**

**Centralized**

- Centralized organization can be defines as **hierarchy decision making structure.**
- In a centralized organization the decision making has been **moved to high level or tier of the organization.**

**Decentralized**

- The process of transforming and **designing decision making authority.**
- In a centralized organization the decision making has been **moved to lower or tier of the organization**

**8) Any three Advantage and Disadvantage of MIS?**

**Advantage**

- It facilities planning.
- It minimizes information overload.
- It is a co-ordination.
- Low cost.
- It makes control easier.

**Disadvantage**

- Highly sensitive requires constant monitoring.
- Quality of outputs covered by quality of inputs.
- Lack of flexibility to update itself.
- Effectives decrease due to frequent changes into management.
- High cost.

**9) Define Procedure?**

- It refers to rules for activity.
- Optimal and secure operation in data processing.

### 10) What is Information System in MIS?

- A management information system (MIS) is a **computer system**.
- It consisting of **hardware and software**.
- An MIS gathers **data from multiple online applications**.
- Report data from **decision making system**.

### 5 Mark Questions

#### 1) What are the essential requirements of an Effective of MIS?

- There are several pre requirements for **modern effective computer based management** information system.
- The first of these is a management system the organizational arrangement the structures and **procedures, planning and control and many other manifestations** of good organizations and administrations.
- Such as system is a **pre requisite for progress in any endowers**.
- Second they must **exiting data and information**.
- Information may be companies as **goals resources environments, polices, operations, plans and performances**.
- This is types of information's represent **knowledge about the company plans** and its management and operational processes.
- Third to process these data,
  1. **Provide the capabilities for economics rapid access to large scale storage of retrievable data.**
  2. **Process these data economically and at high speed.**
  3. **Enter information into the systems and retrieves and display it.**
  4. **This is three activities are known after perform by special electronic communication devices and by today computers and related hardware's.**

#### 2) State the Limitations of MIS?

- MIS cannot replace managerial judgement in decision making. It is merely an effective tool for the managers in decision-making and problem solving.
- The quality of output of MIS is directly proportional to the quality of input and processes.
- MIS cannot provides tailor made information packages.
- It required analysing the available information before decision making.
- In a fast changing and complex environment, MIS may not have enough flexibility to update itself quickly.
- MIS takes only quantitative factors into account.
- MIS is less useful for making non-programmed decisions.
- MIS is less effective in organizations where information is not beginning shared with others.
- MIS is less effective due to frequent changes in top management, organizational structure and operational staff.
- Involves a huge cost.
- Risk of data loss

- Takes time to setup.
- Dependences on machine.
- Information security violence.

### 3) Explain the Components of MIS?

- Component o MIS and the relationship made up **six major component** namely as,
  1. Hardware
  2. Software
  3. People
  4. Telecommunication
  5. Procedure
  6. Data

#### 1. Hardware

- It refers to the physical parts of a computer and related devices.
- Two types of are hardware.

3. **Internal Hardware.**
4. **External Hardware.**

#### 2. Software

- It is the collection of computer program (or) set of program.
- Related data that provides the instruction or data.
- It used to control and manage the overall database.

#### 3. People

- Information system performances who analysis organizational information needs design and build information system prepare computer program.

#### 4. Telecommunication

- A telecommunication system required an analog or digital transmitting a computable receive and physical [cable or wire] and non physical [wireless].

#### 5. Procedure

- It refers to rules for activity.
- Optimal and secure operation in data processing.

#### 6. Data

- Data refers to representation of facts concept or instructions in a formatting manner suitable for communication interpretation or processing by automatic meaning.

### 4) Write a short notes on

1. **DSS (Decision Support System)**
2. **ESS (Executive Support System)**

## **1. Decision support system (DSS)**

- Decisions are made at all level of firms.
- Some decisions are very common and routine but exceptionally valuables.
- IT provides new tools for managers to carryout decisions.
- Receiving the most concrete up-to-date information and redistributing.
- IT does not provide any information directly.
- Decision support system supply computerized for the decisions making process.
- End users actively work with the data warehouse.
- End users apply models to represented, understand and simplify the decision situation.

## **2. Executive support system**

- An executive support system can also be used by individual further down in the organization structure.
- Executive support system are marketed for & used by employees at other levels in the organizations.
- Once targeted at the top level executive decision makers.
- In the traditional executive support system gives top executives a means of tracking critical success factors.

## **5) Explain the different types of MIS system?**

- There are many types of information MIS in the market that provide a while range of benefit of companies.
  1. **Transaction Processing System (TPS)**
  2. **Knowledge Based System (KBS)**
  3. **Management Information System (MIS)**
  4. **Strategic Information System**
  5. **Decision Support System (DSS)**
  6. **Executive Information System (EIS)**
  7. **Functional business system (FBS)**

### **1. Transaction Processing System (TPS)**

- Transaction processing system collect and the record the day to day daily of an organizations.
- This system is mostly used at lower level of management.
- MIS produces fixed regularly scheduled report based on data.
- Extremely and summarized from the form unbelieving transaction processing system.

### **2. Knowledge Based System (KBS)**

- Knowledge management is knowledge based information system the support reaction organization and business knowledge to employees and manages throughout the company.

### **3. Management Information System (MIS)**

- Management Information System or MIS broadly refers to a Computer Based System.
- The Management Information System (MIS) computer (or) Computerized Financial information organizes program in a system.
- Such may that it produces regular report or operating for every level of management in a company.
- It is usually also possible to special report from the operations.

### **4. Strategic Information System**

- Strategic information system applies information technology (IT) with product, services and business processes to helps the organization to gain a strategic advantage own competitions.

### **5. Decision Support System (DSS)**

- Decision support system are maintaining computer program application used by middle management to combine information from a while range of sources.
- To be problem and makes decisions this decisions are taken by top level management executions.

### **6. Executive Information System (EIS)**

- Executing support system is a reporting tool that provides quick access to summarized reports coming from all level of organizations and department.
- Such as accounting, Human Resource (HR) operations.
- This system provides critical information in a while range of internal and external, resources in easy way to use display to manage and execution.

### **7. Functional business system (FBS)**

- Functional business system it focuses on operational and managerial application in support of business function like accounting and marketing etc.

### **6) Explain Management Information System?**

- Management Information System or MIS broadly refers to a Computer Based System.
- The Management Information System (MIS) computer (or) Computerized Financial information organizes program in a system.
- Such may that it produces regular report or operating for every level of management in a company.
- It is usually also possible to special report from the operations.

### **Improved Decision Making**

- The improve of an MIS is improved decision making by providing up-to-date accurate data on the variety of organizational assets, including

1. Financials
2. Inventory
3. Personal
4. Project timelines
5. Manufacturing
6. Marketing

### Central Information System

- The goal of an MIS is to be able to correlate multiple data points in order to strategize ways to improve operations.

### 7) Differentiate between Centralized and Decentralized system?

Centralization	Decentralization
1. Centralized organization can be defines as <b>hierarchy decision making structure.</b>	1. The process of transforming and <b>designing decision making authority.</b>
2. In a centralized organization the decision making has been <b>moved to high level or tier of the organization</b>	2. In a centralized organization the decision making has been <b>moved to lower or tier of the organization</b>
3. Such as a head office or a corporate centre <b>knowledge information and idea of are concentrated at the top</b> and decision are down the organization.	3. Such as decision <b>braches department or knowledge information and</b> idea are following from the <b>bottom to the top</b> of the organizations.
4. centralization <b>introduces in 1980</b>	4. Decentralization <b>introduction in 1990.</b>
5. User <b>access control.</b>	5. <b>personalized</b> requirements.
6. More <b>efficient use of hardware.</b>	6. <b>Less efficient</b> use of hardware.
7. <b>Less duplication of hardware</b> such as large computer print and so on.	7. <b>share hardware</b> such as small computer print and so on

### 8) What is Subsystem? Explain it?

#### Subsystem

- A sub system is simply a system.
- Thus means that a system exists on more than one level.
- It can be compared of subsystem or elements parts,

#### Following are the sub system of MIS

1. Transaction processing system

**2. Management reporting system**

**3. Decision support system**

**4. Office information system**

**5. Integrated information system**

➤ Two approaches of define the sub system of an MIS are,

**I. According to the organizational function which they support.**

**II. According to managerial activity for which they are used.**

### **I) Organizational Function**

➤ MIS may be viewed as a federation of information system one for each major organizational function.

➤ The may be common support system used by more than one sub system.

➤ Each functional system is unique.

➤ Its procedure programs, model etc.

➤ Sub system for business organization in manufacturing are,

**1. Marketing.**

**2. Manufacturing.**

**3. Logistics.**

**4. Personal.**

**5. Financial and accounting.**

**6. Information processing.**

### **II) According to managerial activity (or) activity sub system**

➤ Another approach to understating the structure of an information system.

➤ Which perform various activities some of the activity subsystem will be useful for more than one organization function.

➤ Examples of major activity subsystem are,

**1. Transaction processing.**

**2. Operational control.**

**3. Management control.**

**4. Strategic planning.**

## **10 Mark Questions**

### **1) Briefly discuss in MIS? Advantage and Disadvantage of MIS?**

#### **Management Information System**

➤ Management Information System or MIS broadly refers to a Computer Based System.

➤ The Management Information System (MIS) computer (or) Computerized Financial information organizes program in a system.

➤ Such may that it produces regular report or operating for every level of management in a company.

➤ It is usually also possible to special report from the operations.



## Meaning of MIS

- **M - Practical use of power of decision making.**
- **I – Useful of data.**
- **S – Technique of use of data for business.**

## Major factor in MIS

- If you major in management information system (MIS) you all learn how to put technology to work.
- MIS major study information system and the using business and other organization.
- The learn about computer database, network, computer security and more.

## Different types of MIS?

- Office automation system (OAS)
- Transaction Processing System (TPS)
- Knowledge Based System (KBS)
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- Decision Support System (DSS)
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## Advantage

- It facilities planning.
- It minimizes information overload.
- It is a co-ordination.
- Low cost.
- It makes control easier.

## Disadvantage

- Highly sensitive requires constant monitoring.
- Quality of outputs covered by quality of inputs.
- Lack of flexibility to update itself.
- Effectives decrease due to frequent changes into management.
- High cost.

## **2) Briefly discuss in Subsystem? Types of Subsystem?**

### Subsystem

- A sub system is **simply a system**.
- Thus means that a system **exists on more than one level**.
- It can be compared of subsystem or elements parts

## Following are the sub system of MIS

### **1. Transaction processing system**

2. **Management reporting system**

3. **Decision support system**

4. **Office information system**

5. **Integrated information system**

➤ Two approaches of define the sub system of an MIS are,

**III. According to the organizational function which they support.**

**IV. According to managerial activity for which they are used.**

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➤ MIS may be viewed as a federation of information system one for each major organizational function.

➤ The may be common support system used by more than one sub system.

➤ Each functional system is unique.

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➤ Sub system for business organization in manufacturing are,

1. **Marketing.**

2. **Manufacturing.**

3. **Logistics.**

4. **Personal.**

5. **Financial and accounting.**

6. **Information processing.**

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#### 4) Briefly explain the various types of information system?

- Various types of information system in management information system as,
  1. Office automation system (OAS)
  2. Transaction Processing System (TPS)
  3. Knowledge Based System (KBS)
  4. Management Information System (MIS)
  5. Strategic Information System
  6. Decision Support System (DSS)
  7. Executive Information System (EIS)
  8. Functional business system (FBS)

#### 1. Office Automation System (OAS)

- Refers to the varied machinery and software used to digitally
  1. Create
  2. Collect
  3. Store
  4. Manipulate
  5. And relay office information
- Office information function includes word processing, graphics, desktop publishing and email.
- Backbone of office automation is LAN.

#### 2. Transaction Processing System (TPS)

- Transaction processing system collect and the record the day to day daily of an organizations.
- This system is mostly used at lower level of management.
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### **5) Briefly discuss on Limitation of Management Information System?**

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- Risk of data loss
- Takes time to setup.
- Dependences on machine.
- Information security violence.

## Unit II

### 2 Mark Questions

**1) What do you mean by System?**

- A system is an orderly grouping of interdependent component linked together according to a plan to achieve specific objectives.
- It is computer based system.
- A system must be designed to achieve predetermined objectives.

**2) Mention the various types of System?**

- Open system
- Close system
- Natures system
- Artificial system
- Empirical system
- Deterministic system
- Probabilistic system

**3) Define Open and Close System?**

**Open system**

- An open system is one that interacts with its environment.
- Exchange information material, or energy with environment.
- Including random and undefined inputs.

**Close system**

- Close system is one which does not interact with its environments.

**4) Define Hardware and example?**

**Hardware**

- It refers to the physical parts of a computer and related devices.

- Two types of are hardware.
  1. **Internal Hardware.**
  2. **External Hardware.**

### **Example**

1. Printer
2. Monitor
3. Keyboard
4. mouse

### **5) Define Software and example?**

### **Software**

- It is the collection of computer program (or) set of program.
- Related data that provides the instruction or data.
- It used to control and manage the overall database.

### **Example**

1. **Database program**
2. **Web browser**
3. **Word processor**

### **6) What do you mean by CPU?**

- CPU stands Central Processing Unit (CPU).
- The CPU is the heart and brain of the computer.
- It receives data input executes instructions and processes information.
- The CPU contains internal memory units.
- This is called register.

### **7) Mention different Elements of system?**

- Input
- Output
- Processing
- Feedback
- Boundaries
- Environment
- Interface

### **8) What are the Characteristics of information system?**

- Systems have input and outputs.
- Systems have specific structure.
- System is a collection of interrelated entities and subsystem.
- Each sub system also has a purpose and a measure of purpose.

## 5 Mark Questions

### 1) Mention the different Elements of System?

#### Different Elements of System

- Different elements of system in MIS as,
  1. Input
  2. Output
  3. Processing
  4. Control
  5. Feedback
  6. Boundaries
  7. Environment
  8. Interface

Elements	Descriptions
1. Input	Capturing and assembling
2. Output	Value to user
3. Processing	Transformation
4. Control	Guides the system
4. Feedback	Actual against standard
5. Boundaries	Limits
6. Environment	Super system
7. Interface	Limits

### 2) What are the Characteristics of information system?

- A management information system has following characteristics as,
  1. **System approach**
  2. **Management oriented**
  3. **Need based**
  4. **Exception based**
  5. **Future oriented**
  6. **Integrated**
  7. **Common data flow**

#### 1. System approach

- The information system follows a system's approach.
- The system's approach implies a holistic approach to the study of the system.
- Performance to achieve the objective for which it has been formed.

#### 2. Management Oriented

- For designing of MIS top – down approach should be followed.

- The top – down approach suggest that the system development starts from the determination of the management needs.
- Oval business objectives.
- Management oriented characteristics of MIS also implies that the management activity directly the system development efforts.

### **3. Need Based**

- MIS design and development should be as per the information needs of managers at different levels.
- That is strategic planning.
- Management level and operational control system.

### **4. Exception Based**

- MIS should be developed with the exception based reporting principle.
- Which is means an abnormal situation.
- That is the maximum, minimum or exception values very beyond the limits.
- It can be exception reporting to the decision maker at the required level.

### **5. Future Oriented**

- Besides exception based reporting.
- MIS should also look at the future.
- MIS should not merely provide past or historical, rather it should provides information on the basic of projections based on which actions may be initiated.

### **6. Integrated**

- Its ability to produce more meaningful information.
- For example in order to develop an effective production scheduling system.
- It necessary to balance such factors as set-up costs, workforce, overtime rate etc.

### **7. Common Data Flow**

- To avoid duplication and redundancy in data gathering, storage, and dissemination.
- System designers are aware that a few key source documents account for each much of the information flow.

### **3) List out any five factors of hardware evaluation?**

- A significant part of the information architecture is the computing hardware.
- These systems include the following.
  1. Processing components
  2. Input and output component
  3. Super component
  4. Mainframes
  5. Minicomputer



## 6. Microcomputer (personal computer)

### 1. Processing components

- A Central processing unit (CPU).
- The CPU is the **heart and brain of the computer**.
- It **receives data input executes instructions** and processes information.
- The CPU contains **internal memory units**.
- This is called register.

### 2. Input and Output Components

- The I/O components are used to pass instructions or information to the computer.
- To generate output from the computer.
- These types of devices include the keyboard, the mouse (input) and monitor and terminal displays.

### 3. Supercomputer

- These types of computers have a large capacity of processing speed and power.
- They are generally used for complex mathematical calculation.
- Supercomputers generally perform a small number of very specific functions that require extensive processing power.
- Supercomputer differs from mainframe in that mainframes can use diverse concurrent programs.

### 4. Mainframes

- Mainframes are large general purpose computers.
- That support large user population simultaneously.
- A mainframe environment as opposed to a client and server environment.
- Mainframes are multiuser, multithreading, and multiprocessing environment that can support batch and online programs.

### 5. Minicomputer

- Minicomputers are essentially smaller mainframes.
- They provide similar capabilities but support a smaller user population (less processing power).

### 6. Microcomputer

- Microcomputer is primarily used in the client and server environment.
- Examples as
  1. File
  2. Print servers
  3. Email servers
  4. Web servers

#### 4) Explain the different types of System?

- Different types of system in MIS as,

#### Different types of System

1. Open systems
2. Close systems
3. Natures systems
4. Artificial systems
5. Empirical systems
6. Deterministic systems
7. Probabilistic systems
8. Conceptual systems

#### 1. Open Systems

- Involve continues interaction with the environment.
- So exchange the information material, energy with the environment.
- It open and also self organizing in nature.
- It also adoptive or adaptive to the changing environment as it is flexible.

#### 2. Close Systems

- Shuns any kinds of the exchange with the environment.
- Is rigid in nature.
- It is self contained.
- Is somewhat isolated in the nature.
- Is having a well defined boundary.

#### 3. Nature Systems

- Such systems exist and also abound in the nature.
- Are also not all the nature the results of the human endeavours.
- Example include as,
  1. Rivers
  2. Mountains
  3. Minerals

#### 4. Artificial Systems

- Are manufacturing (man made).
- Examples of such systems are
  1. Dams
  2. Canals
  3. Roads
  4. Machine
  5. Factories

## **5. Empirical Systems**

- Are very practical, specific and also very operational in the nature.
- It can be based on the conceptual system.
- Examination system, surgery act as very good examples of the empirical system.

## **6. Deterministic Systems**

- In such systems the interaction of the elements is known.
- As the behaviours of the elements are pre determined, it becomes possible to work upon the reaction well in the advance.

## **7. Probabilistic Systems**

- Based on the predictability of the behaviour or the outcome.

## **8. Conceptual Systems**

- Are theoretical and explanatory in the nature.
- Provide the much needed clarification.
- Examples such as can be
  1. Philosophy
  2. Theology

## **5) What is Information System in MIS?**

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- Such may that it produces regular report or operating for every level of management in a company.
- It is usually also possible to special report from the operations.
- Systems have input and outputs.
- Systems have specific structure.
- System is a collection of interrelated entities and subsystem.
- Each sub system also has a purpose and a measure of purpose.

## **6) What is System and step involved in system?**

### **System**

- A system is an **orderly grouping of interdependent** component linked together according to a plan to achieve specific objectives.
- It is **computer based system**.
- A system must be designed **to achieve predetermined objectives**.

### **Step Involved in System**

**Step 1:** Data enter and instruction using various input devices.

**Step 2:** Arithmetic and Logical Operations.

**Step 3:** Data Processing.

**Step 4:** Store the data.

**Step 5:** Executives Operations.

### **10 Mark Questions**

**1) Briefly explain the different kinds of System?**

#### **System**

- A system is an orderly grouping of interdependent component linked together according to a plan to achieve specific objectives.
- It is computer based system.
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#### **Hardware**

- It refers to the physical parts of a computer and related devices.

#### **Two types of are hardware.**

- 1. Internal Hardware.**
- 2. External Hardware.**

#### **Example**

1. Printer
2. Monitor
3. Keyboard
4. mouse

#### **Software**

- It is the collection of computer program (or) set of program.
- Related data that provides the instruction or data.
- It used to control and manage the overall database.

#### **Types of system**

- 1. System software**
- 2. Application software**

#### **Example**

1. Database program
2. Web browser

### 3. Word processor

#### **CPU**

- CPU stands Central Processing Unit (CPU).
- The CPU is the heart and brain of the computer.
- It receives data input executes instructions and processes information.
- The CPU contains internal memory units.
- This is called register.

#### **Keyboard**

- It is similar to a typewriter.
- The keyboard has 101, 104 or 105 keys.
- A key is pressed on the keyboard a character will be appear on the screen.
- In keyboard there are three parts. They are,
  1. **Main keyboard**
  2. **Function keyboard**
  3. **Numeric keyboard**

#### **Mouse**

- Mouse is a hand held devices connected to the computer by a small cable.
- When the mouse in moved the cursor moves across the screen.
- An item can be selected on the screen by a single click.

#### **Monitor**

- It is similar to television screen.
- It is otherwise called “Visual Display Screen”.
- It displays the characters keys in through the keyboard.

#### **Operating system**

- It is system software that controls the computer system.
- It also coordinates and supervises the activities of various component of computer.
- The computer is switched on, it operating system starts functioning.

#### **Function of operating system**

- Control the computer resource like printer, keyboard etc.
- Executes the application programs such as word, excel etc.
- Maintains priority among users.
- Provides multi access facility.
- Provides security.
- Manages security.
- Manages memory.
- Manages processor.

- **Share resources**

### **Classification of operating system**

1. Single operating system
2. Multiuser operating system
3. Graphical user interface operating system.
4. Multiprocessing operating system
5. Multitasking operating system
6. Multithreading operating system

### **2) Bring out the function of Management Information System?**

- The broad functions of MIS are as given below.
  1. **To Improve Decision – Making**
  2. **To Improve Efficiency**
  3. **To Provide Connectivity**

#### **1. To Improve Decision – Making**

- MIS helps management by providing background information on a variety of issues and helps.
- To improve the decision making quality of management.
- The fast and accurate information supplied by MIS is leveraged by the managers.
- To take quicker and better decision thereby improving the decision making quality and adding to the bottom line of the company.

#### **2. To Improve Efficiency**

- MIS helps managers to conduct their tasks with greater ease and with better efficient.
- These reflect in better productivity for the company.

#### **3. To Provide Connectivity**

- MIS provides managers with better connectivity with the rest of the organization.

### **Characteristics of information system**

- A management information system has following characteristics as,
  1. **System approach**
  2. **Management oriented**
  3. **Need based**
  4. **Exception based**
  5. **Future oriented**
  6. **Integrated**
  7. **Common data flow**

## **1. System approach**

- The information system follows a system's approach.
- The system's approach implies a holistic approach to the study of the system.
- Performance to achieve the objective for which it has been formed.

## **2. Management Oriented**

- For designing of MIS top – down approach should be followed.
- The top – down approach suggest that the system development starts from the determination of the management needs.
- Oval business objectives.
- Management oriented characteristics of MIS also implies that the management activity directly the system development efforts.

## **3. Need Based**

- MIS design and development should be as per the information needs of managers at different levels.
- That is strategic planning.
- Management level and operational control system.

## **4. Exception Based**

- MIS should be developed with the exception based reporting principle.
- Which is means an abnormal situation.
- That is the maximum, minimum or exception values very beyond the limits.
- It can be exception reporting to the decision maker at the required level.

## **5. Future Oriented**

- Besides exception based reporting.
- MIS should also look at the future.
- MIS should not merely provide past or historical, rather it should provides information on the basic of projections based on which actions may be initiated.

## **6. Integrated**

- Its ability to produce more meaningful information.
- For example in order to develop an effective production scheduling system.
- It necessary to balance such factors as set-up costs, workforce, overtime rate etc.

## **7. Common Data Flow**

- To avoid duplication and redundancy in data gathering, storage, and dissemination.
- System designers are aware that a few key source documents account for each much of the information flow.

### 3) Explain the System Development Life Cycle (SDLC)?

- The system development life cycle refers to the processing of, planning, creating, testing, and deploying an information system.
- SDLC uses a number of development methodologies to achieve this objective.
- Five stage in system development life cycle model.

#### 1. Analysis

#### 2. Design

#### 3. Development (Coding)

#### 4. Testing

#### 5. Maintenance

### 1. Analysis

- This is the first step of the software development cycle.
- In this the requirements are collected from the clients.
- People involved in this phase are managers, stakeholders and the user of course.

### 2. Design

- The prerequisite for this phase is the requirement specification document.
- In this phase, the system and software design are prepared based on the given requirements.
- The system design helps in specifying hardware and software requirements and overall defines the system architecture.
- In the STLC this phase is used by the testers to create the test strategy and they confirm what and how to test.

### 3. Development or coding

- For this phase, the pre-requisite is the system design document.
- In this phase, the work is divided into modules and units and the actual coding is started.
- This is the longest phase of the software development life cycle and requires hard-work and dedication by the developers.

### 4. Testing

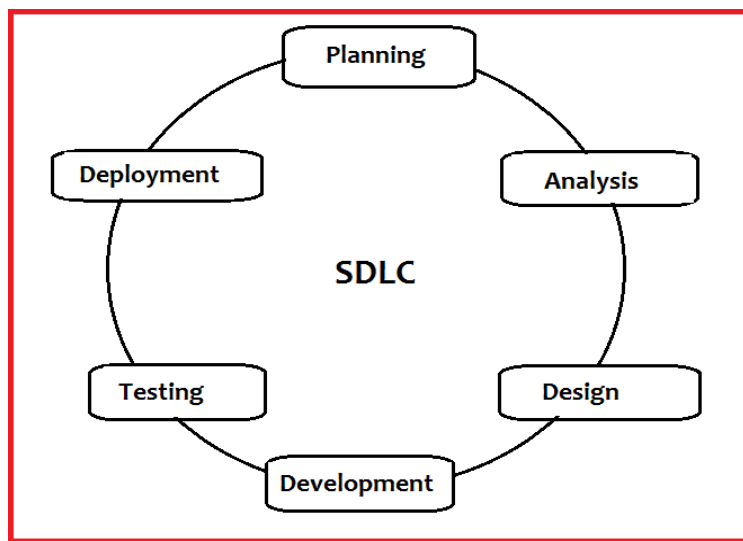
- In this phase, the developed code is tested against all the requirements.



- It is made sure that the product is in line with the requirements and works exactly the way it is supposed to and bugs if any are reported to the developer.
- This phase uses all types of functional testing like unit testing, integration testing, system testing, acceptance testing and also the non-functional testing.

#### 5. Maintenance

- A problem arises once the customers start using the product.
- These problems need to be fixed from time to time.
- This is what is covered in the maintenance phase. The service engineers oblige the customers by solving the issue.



### Unit III

#### 2 Mark Questions

- 1) **What you mean by Information Management System?**
  - Management information system (MIS) is a **computer system**.
  - It's consisting of **hardware and software system**.
  - That serves as **the backbone** of an organization's operations.
  - MIS data from **multiple online systems**.
  - **Analyzes the information and reports data** to management decisions system.
- 2) **Give example of internal Transaction Processing System?**
  - Manage sales order entry.
  - Airline reservations.
  - Payroll.
  - Employee records.
  - Manufacturing.
  - And shipping

**3) What are Fundamental roles of information system in business?**

- Their role is to support the key aspects of running an organization.
- Such as communication, record, keeping, decision making, data analysis and more.
- Companies use this information improve their business operations.

**4) What is Executive Information System?**

- Executive information system (EIS) is a structured.
- Automated tracking system that operated continuously to keep management.
- This tracking is accomplished by the system.
- Itself without management effort.

**5) Define Reporting System?**

- A management reporting system is a part of a management control system.
- That provides business information.
- This information can be in the form of report and statement.
- The system is designed to assist members of the management.
- It provides timely pertinent information.

**6) What do you mean by Structured Design?**

- Structured design is a data flow based methodology.
- That helps in identifying the input and output of the developing system.
- In structured designing the system specifications.
- As a basic for graphically representing the flow of data and sequence of processes.
- It involved in a software development with the help o DFDs.

**7) Give the meaning for Data Entry Process?**

- Data entry is the process of inputting data.
- Information into the computer using devices.
- Such as a keyboard, scanner, disk and voice.
- Data entry is a job where an employee input data into computer from forms or other non-electronic form of data.

**5 Mark Questions**

**1) State the uses of Executive support system?**

- Executive support systems are intended to be used by the senior managers directly to provide support to non-programmed decisions in strategic management.
- This information is often external, unstructured and even.
- Exact scope and context of such information is often not known beforehand.
- This function is intelligence based.

1. **Market intelligence**
2. **Investment intelligence**
3. **Technology intelligence**

**Examples**

- Example of intelligence information include as,
  1. External database
  2. Market report

3. Technology report
4. Government policies
5. Financial reports and information

**2) Give short notes on Execution information system?**

**Executive Information System**

- Executive information system (EIS) is a structured.
- Automated tracking system that operated continuously to keep management.
- This tracking is accomplished by the system.
- Itself without management effort.

**3) What are the Transaction Processing Systems in Business?**

- A **transaction process system (TPS)** is an information **processing system**
- For business **transactions** involving the collection, modification and retrieval of all **transaction** data.
- Characteristics of a TPS include performance, reliability and consistency.
- TPS is also known as **transaction processing** or real-time **processing**.

**4) Explain the advantage and disadvantage of Executive Information System?**

**Advantage of Executive Information System**

- Easy for upper-level executives to use.
- Extensive computer experience is not required in operations.
- Provides strong drill-down capabilities.
- To better analyze the given information.
- Information that is provided is better understood.
- EIS provides timely delivery of information.
- Management can make decisions promptly.
- Improves tracking information.
- Offers efficiency to decision makers.

**Disadvantage of Executive Information System**

- System dependent.
- Limited functionality, by design.
- Information overload for some managers.
- Benefits hard to quantify.
- High implementation costs.
- System may become slow, large, and hard to manage.
- Need good internal processes for data management.
- To less reliable and less secure data.
- Excessive cost for small company.

**5) Write a short note on Reporting System in Information System?**

**Reporting System**

- A management reporting system is a part of a management control system.

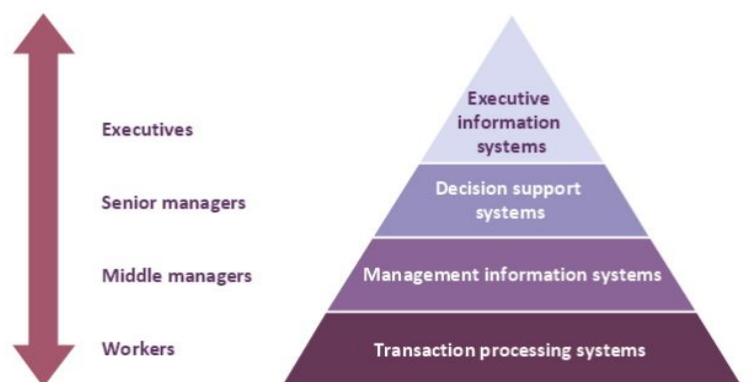
- That provides business information.
- This information can be in the form of report and statement.
- The system is designed to assist members of the management.
- It provides timely pertinent information.
- A MRS is a part of a management control system that provides business information.
- This information can be in the form of reports and statement.
- The type o reports generated from this system are,
  1. **Exception**
  2. **On-demand**
  3. **Scheduled and regular report**

### 10 Mark Questions

1) **What is TPS? Explain about the Components Of Transaction Processing Cycle?**

#### Transaction process system

- A **transaction process system (TPS)** is an **information processing system** for **business transactions** involving the,
  1. **collection**
  2. **modification**
  3. **Retrieval of all transaction data.**
- Characteristics of a TPS include performance, reliability and consistency.
- TPS is also known as **transaction processing** or **real-time processing**.
- Examples include systems that manage
  1. **Sales Order Entry**
  2. **Airline Reservations**
  3. **Payroll, Employee Records**
  4. **Manufacturing**
  5. **Shipping.**



#### Components of Transaction processing system

1. Below are some of the components involved in a TPS

1. **Input**
2. **Processing**
3. **Storage**
4. **Output**

1. **Inputs**

- These are source documents gotten from transactions.
- Which serve as inputs into the computer's accounting system.
- Examples are
  1. **Invoices**
  2. **Customer orders.**

2. **Processing**

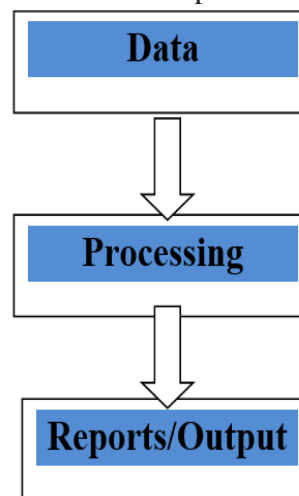
- This requires the breaking down of information provided by the inputs.

3. **Storage**

- This is saved information in TPS memory.
- It may be in the form of ledgers.

4. **Output**

- Any generated record may serve as the output.



### **Types of Transaction Processing System**

#### **Batch processing**

- Batch processing is when clusters of transactions are refined simultaneously using a computer system.
- This method, although designed to be efficient for breaking down bulky series of programs, has a drawback as there is a delay in the transaction result.

#### **Real-time Processing**

- Real-time processing carries out its transactions exclusively.

- This method ensures a swift reply on the condition of the transaction result.
- It is an ideal technique for dealing with singular transactions.

## 2) What are the Features of Transaction Processing Systems? Explain them?

- The following features are considered important in evaluating transaction processing system.
  1. Performance
  2. Continuous availability
  3. Data integrity
  4. Ease of use
  5. Modular growth

### 1. Performance

- Fast performance with a rapid response time is critical.
- Transaction processing systems are usually measured by the number of transaction they can process in a given period of time.

### 2. Continuous Availability

- The system must be available the during the time period.
- When the users are entering transaction.
- Many organization relies heavily on their TPS a breakdown will disrupt operations or even stop the business.

### 3. Data Integrity

- The system must to be able to handle hardware or software problems without corruption data.
- Multiple users must be protected from attempting to change the same piece of data at the same time.

### Examples

- Two operators cannot sell the same seat on an airplane.

### 4. Ease of Use

- Often users of transaction processing system are casual users.
- The system should be simple or those to understand protect them from data.
- Entry errors as much possible and allow them to easily correct their errors.

### 5. Modular Growth

- The system should be capable o growth at incremental costs.
- Rather than requiring a complete replacement.
- It should be possible to add replace or update hardware and software components without shutting down the system.

### 3) Briefly discuss in Information System in Business System?

#### **Business Management Information System**

- Management information system (MIS) is a computer system.
- It's consisting of hardware and software system.
- That serves as the backbone of an organization's operations.
- MIS data from multiple online systems.
- Analyzes the information and reports data to management decisions system.
- MIS is as the study of people, technology, organizations and the relationship among them.
- MIS is a people oriented field with an emphasis on service through technology.

#### **Main type's Management Information System**

- Some of the common type of management information systems includes,
  1. **Process control systems**
  2. **Human resource management systems**
  3. **Sales and marketing systems**
  4. **Inventory control systems**
  5. **Office automation systems**
  6. **Enterprise resource planning systems**
  7. **Accounting and financial system**
  8. **Management reporting systems**

#### **1. Process Control Systems**

- Process control systems is a monitor and control physical processes.
- Operation support systems also make routine decisions that control operational processes.
- Automatic inventory recorder decisions and production control decision subsystem are process control system.

#### **2. Human Resource Management System**

- Human resource information system is a software or online solution that is used for data entry.
- Data tracking and the data information requirement of an organizations.
- Human resource (Hr) management payroll and book keeping operations

#### **3. Sales and Marketing System**

- Sales and marketing information systems that helps the firm with marketing business processes.
- Identifying customers for the firm's products or services.
- Developing products and services to meet their needs.
- Promoting products and services.

- Sales processes selling the products and services, taking order, contracting.

#### **4. Inventory Control System**

- Inventory control system are technology solutions that integrated all aspects of an organization, inventory tasks, including
  - 1. Shipping**
  - 2. Purchasing**
  - 3. Receiving**
  - 4. Warehouse storage**
  - 5. Turnover**
  - 6. Tracking and recording**

#### **5. Office Automation Systems**

- Office automation refers to the varied computer machinery and software.
- Used to digitally
  - 1. Create**
  - 2. Collect**
  - 3. Store**
  - 4. Manipulate**
  - 5. and replay**
- Office information needed for accomplishing basic tasks.

#### **6. Enterprise Resource Planning System**

- ERP (Enterprise Resource Planning System) is a computer system responsible for managing,
  - 1. Production**
  - 2. Sales**
  - 3. Marketing**
  - 4. Inventory**
  - 5. Accounting**
  - 6. Personal**
  - 7. Finance**
- Which operate with data on company resources.
- The main functions of ERP system.
  - 1. Accounting**
  - 2. Production**
  - 3. Business analysis**
  - 4. Communication**

#### **7. Accounting and Financial System**

- Accounting information system (AIS) is also a computer based system.
- Which an organization uses to takes important financial decisions.
- It will retrieve and report.



- Such data to its uses namely,
  1. Accountants
  2. Consultants
  3. Financial officer
  4. Auditor
  5. Government tax
  6. Authorities

### **8. Management Report System**

- A MRS is a part of a management control system that provides business information.
- This information can be in the form of reports and statement.
- The type o reports generated from this system are,
  4. Exception
  5. On-demand
  6. Scheduled and regular report

## **Unit IV**

### **2 Mark Questions**

#### **1) Define Database?**

##### **Database**

- Database is a collection of related data or related information.
- This may be a number of including text, number, sound and video.

**Table name: Student details**

Stud name	Stud address	Course
Menaka	Lalgudi	M.sc c.s
Priya	Trichy	B,sc c.s
Kaviya	Chennai	BCA

##### **Where**

- Row represented by records or tuples.
- Columns represented by field or attributes.

#### **2) Expand: DBMS?**

- DBMS stands for Database Management System (DBMS).

#### **3) What do you mean by DBMS?**

##### **Database management system**

- DBMS stands for database management system (DBMS).
- A DBMS is a software that allows a computer to perform database function of including as,
  1. Storing
  2. Retrieving

3. **Adding**
4. **Deleting**
5. **Data modification etc.**

### **Examples**

- Microsoft access.
- My SQL (structured query language).
- Microsoft SQL server.
- Oracle.
- File makers

### **4) What is Instance and Schema?**

#### **Instance**

- The data stored in database at a particular moment of time is called instance of database.

#### **Schema**

- Overall design of database.
- The database schema of a database is its structure.
- One of the formal languages.
- Support by the database management system.

### **5) Define Entity?**

- An entity is an object.
- An entity can be a single thing, person, place or object.
- Data can be stored about such entities.

### **6) Comment on Database?**

- “Comment” for more information on associating comments with SQL statement and schema object.
- Use the comment statement to add to the data dictionary a comment.
- A table or table column, view, materialized view, operator and model.

### **7) What is mean by Data Planning?**

- It is the management activities that permit the stages of the database system development life cycle.
- To be realization as efficiently and effectively as possible.
- Data planning must be integrated with the overall of the organization.

### **8) Define ‘Bus Networks’?**

- A bus network is an arrangement in a local area network.
- Which each node is connected to a main cable or link called bus.
- By joining switches and routers to form campus-wide networks.

### **9) Explain the term bridge in system?**

- A network bridge is a computer networking devices.
- That creates a single aggregate network from multiple communication network or network segment.
- This function is called network bridge

## 10) What are a Client and Server Network?

### Client

- The client sends requests for particular database pages to the server.
- The client is responsible for mapping between objects and pages

### Server

- Server system the client requests specific objects from the server.
- The server is responsible for mapping between object and page

## 5 Mark Questions

### 1) State the benefits of Database Management System?

#### Database

- Database is a collection of related data or related information.
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#### Database management system

- DBMS stands for database management system (DBMS).
- A DBMS is a software that allows a computer to perform database function of including as,
  1. Storing
  2. Retrieving
  3. Adding
  4. Deleting
  5. Data modification etc.

#### Advantages of Database

- Compressed data redundancy.
- Decreased updating errors and increased consistency.
- Excellent data integrity and independence from applications programs.
- Improved data access to users through the use of host and query languages.
- Improved data security.
- Reduced data entry, storage, and retrieval costs.

## **Disadvantages**

- Database systems are complex, difficult, and time-consuming to design.
- Substantial hardware and software start-up costs.
- Damage to database affects virtually all applications programs.
- Extensive conversion costs in moving from a file-based system to a database system.
- Initial training required for all programmers and user

## **2) Point out the role of Database Administration?**

### **Database Administration**

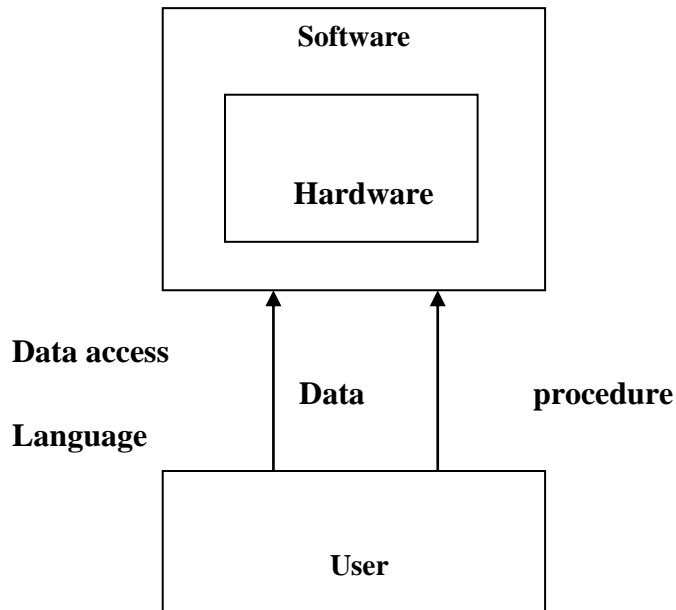
- A database administrator (DBA) is a specialized computer systems administrator.
- Who maintains a successful database environment by directing or performing all related activities to keep the data secure.
- The top responsibility of a DBA professional is to maintain data integrity.

### **Role of Database Administration**

- Database administrators (DBAs) use specialized software to store and organize data.
- The role may include capacity
  1. **Planning**
  2. **Installation**
  3. **Configuration**
  4. **database design**
  5. **migration, performance monitoring, security**
  6. **troubleshooting**
  7. **Backup and data recovery.**

## **3) Explain the Components of DBMS?**

- The database management system can be divided into five major components, they are,
  1. **Hardware**
  2. **Software**
  3. **Data**
  4. **Procedure**
  5. **Database Access Language**
- A simple diagram to see how they all fit together to form a database management system.



### 1. Hardware

- It refers to the physical parts of a computer and related devices.

#### Two types of are hardware.

1. Internal Hardware.
2. External Hardware.

#### Example

1. Printer
2. Monitor
3. Keyboard
4. mouse

#### Software

- It is the collection of computer program (or) set of program.
- Related data that provides the instruction or data.
- It used to control and manage the overall database.

#### Types of system

1. System software
2. Application software

#### Example

1. Database program
2. Web browser
3. Word processor

### **3. Procedure**

- It refers to rules for activity.
- Optimal and secure operation in data processing.

### **6. Data**

- Data refers to representation of facts concept or instructions in a formatting manner suitable for communication interpretation or processing by automatic meaning.

### **5. Database Access Language**

- Database access language is a simple language designed.
- To write commands to access,
  1. Insert
  2. Update
  3. Delete
- Data stored in any database.
- A user can write commands in the DB access language and submit
- It to the DBMS for execution, which is then translated and executed by the DBMS.

### **User**

- User can create new database, tables, insert data, fetch, stored data, update data and delete data using the access language.

### **4) Discuss about the types of Data Base Models?**

#### **Data Base Models**

- A database model is a type of data model that determines the logical structure of a database and fundamentally determines in which manner data can be stored, organized and manipulated.
- The most popular example of a database model is the **relational model**, which uses a table-based format.
- While the **Relational Model** is the most widely used database model, there are other models to

- 1. Hierarchical Model**
- 2. Network Model**
- 3. Entity-relationship Model**
- 4. Relational Model**

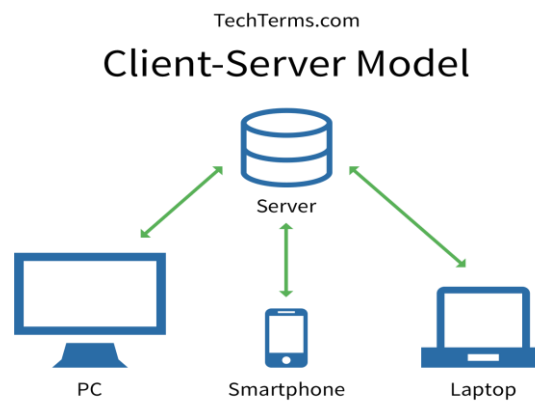
## 5) What are a Client and Server Network?

### Client

- Client request to the server for data or information.
- Client performs some logical function.

### Server

- Servers serve the data or information.
- Fulfils the requirements of the client and sends the results back to the client



## 10 Mark Questions

### 1) Describe about the DBMS?

#### Data

- Data is a collection of records

#### Example

1. Roll no
2. Name
3. Age

#### Database

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- Improved data security.
- Reduced data entry, storage, and retrieval costs.

## Disadvantages

- Database systems are complex, difficult, and time-consuming to design.
- Substantial hardware and software start-up costs.
- Damage to database affects virtually all applications programs.
- Extensive conversion costs in moving from a file-based system to a database system.
- Initial training required for all programmers and user

## 2) **Discuss in details of major Uses of Database Management System?**

- A **database** is a system for storing and taking care of data (any kind of information).
- A **database** engine can sort, change or serve the information on the **database**.
- The information itself can be stored in many different ways
- before digital computers, card files, printed books and other methods were used
- Effective and efficient management of data.



- Query processing and management
- Easy to understand and user friendly
- Security and integrity of data
- Better Decision making

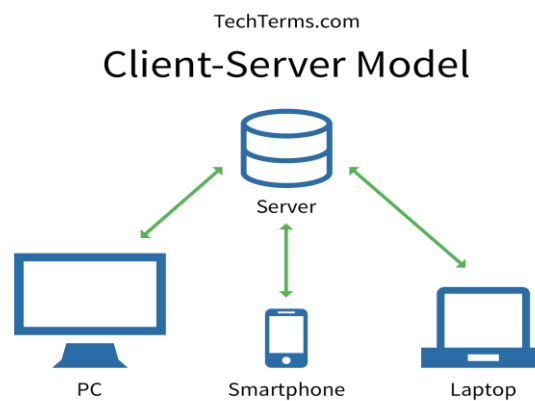
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1. **Hierarchical Model**
2. **Network Model**
3. **Entity-relationship Model**
4. **Relational Model**

#### **4) Discuss about advantage and disadvantage of DBMS?**

##### **Advantages**

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#### **Unit V**

#### **2 Mark Questions**

##### **1) What are Marketing Information Systems?**

- A marketing information system (MIS) is a management information system designed to support marketing decision making.
- Which marketing data is formally gathering, stored, analysed and distributed to manage in system.
- Information needs on a regular basis.

##### **2) List out the different systems of functional management?**

- Transaction processing system
- Decision support system
- Knowledge management systems
- Database management systems
- Office information system

##### **3) What do you mean by Marketing Management?**

- A marketing management system (MIS) is a set of procedure and methods.
- To support marketing decision making.
- Different kinds of data, people, equipment and procedures.
- To help an organization make better decisions.

##### **4) State any two importance of Financial Information System?**

- A financial information system is an organized approach to collecting and interpreting information.
- This is usually comprised.
- A well run financial information system is essential to a business.
- To make decisions about how to run the organizations.

##### **5) What is accounting?**

- An accounting as an information system (AIS) is a system collecting, storing and processing in financial and accounting data.
- That is used by decision makers.
- An accounting information system is generally a computer based method.
- For tracking accounting activity in conjunction with information technology resources.

**6) What is computerized accounting?**

- Accounting is a systematic way of recording and analyzing transaction.
- It involves identifying, measuring and presenting economic information about a business.
- Accounting using computers it is called computerized accounting

**5 Mark Questions**

**1) What are Marketing Information Systems?**

**Marketing Information Systems**

- A marketing information system (MIS) is a management information system designed to support marketing decision making.
- Which marketing data is formally gathering, stored, analysed and distributed to manage in systems.
- Information needs on a regular basic.
- The purpose of an MIS is improved decision-making, by providing up-to-date, accurate data on a variety of organizational assets, including:

1. Financials
2. Inventory
3. Personnel
4. Project timelines
5. Manufacturing
6. Real estate
7. Marketing
8. Raw materials

**2) List out the different system of Fundamental Management?**

**Executive Information System**

- Executive information system (EIS) is a structured.
- Automated tracking system that operated continuously to keep management.
- This tracking is accomplished by the system.
- Itself without management effort.

**Transaction process system**

- A **transaction process system (TPS)** is an information **processing system** for **business transactions** involving the,
  1. **collection**
  2. **modification**
  3. **Retrieval of all transaction data.**

### **Decision support system (DSS)**

- Decisions are made at all level of firms.
- Some decisions are very common and routine but exceptionally valuables.
- IT provides new tools for managers to carryout decisions.
- Receiving the most concrete up-to-date information and redistributing.
- IT does not provide any information directly.
- Decision support system supply computerized for the decisions making process.
- End users actively work with the data warehouse.
- End users apply models to represented, understand and simplify the decision situation.

### **System approach**

- The information system follows a system's approach.
- The system's approach implies a holistic approach to the study of the system.
- Performance to achieve the objective for which it has been formed.

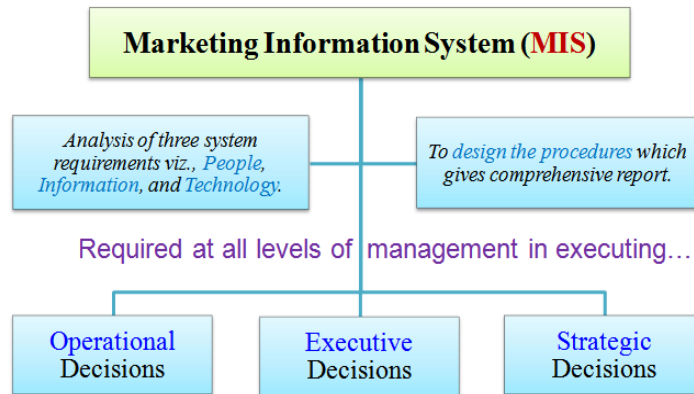
## **2. Management Oriented**

- For designing of MIS top – down approach should be followed.
- The top – down approach suggest that the system development starts from the determination of the management needs.
- Oval business objectives.
- Management oriented characteristics of MIS also implies that the management activity directly the system development efforts.

### **3) What do you mean by Marketing Management?**

#### **Marketing Management**

- A marketing management system (MIS) is a set of procedure and methods.
- To support marketing decision making.
- Different kinds of data, people, equipment and procedures.
- To helps an organized make better decisions.
- Some of the typical subsystems of a **marketing MIS** are **marketing** research, product development and delivery, promotion and advertising, product pricing and sales analysis.
- One of the most common uses of a **marketing MIS** is to produce sales reports.



#### 4) State any two important of financial information system?

##### Two importance of Financial Information System

- A financial information system is an organized approach to collecting and interpreting information.
- This is usually comprised.
- A well run financial information system is essential to a business.
- To make decisions about how to run the organizations.

#### 5) Explain details of accounting system?

##### Accounting

- An accounting as an information system (AIS) is a system collecting, storing and processing in financial and accounting data.
- That is used by decision makers.
- An accounting information system is generally a computer based method.
- For tracking accounting activity in conjunction with information technology resources.
- There are five main components in an accounting system.
- Each part has a different job and accomplishes different step in the financial reporting process.
- The five components are source documents, input devices, information processors, information storage, and output devices.

#### 6) Write a short note on human resource management system?

- Human resource management, or HRM, is defined as the process of managing employees in a company.
- it can involve hiring, firing, training and motivating employees.
- An example of human resource management is the way in which a company hires new employees and trains those new workers.
- Human motivating, and maintaining workforce in an organization.
- Human Resource Management deals with issues related to compensation, performance management, organisation development, safety, wellness, benefits,

employee motivation, training and others. HRM plays a strategic role in managing people and the workplace culture and environment

### **10 Mark Questions**

#### **1) Describe the some important sources of financial information system?**

- Financial Management means planning, organizing, directing and controlling the financial activities such as procurement and utilization of funds of the enterprise.
- It means applying general management principles to financial resources of the enterprise.
- Financial management is defined as dealing with and analyzing money and investments for a person or a business to help make business decisions.
- An example of financial management is the work done by an accounting department for a company.

#### **Two importance of Financial Information System**

- A financial information system is an organized approach to collecting and interpreting information.
- This is usually comprised.
- A well run financial information system is essential to a business.
- To make decisions about how to run the organizations.

#### **2) Discuss the application o management information systems in Human Resource Management?**

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- An example of human resource management is the way in which a company hires new employees and trains those new workers.
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#### **Benefits of HRIS**

- Self-service options creating greater employee engagement.
- Open enrollment benefit.
- Employee empowerment.
- Collaboration throughout organizations improved.
- Training capabilities improved.
- Optimized scheduling.
- Payroll and employee information errors reduced.
- Analytics and organizational data making more informed decisions.

### **3) Briefly discuss in accounting and Marketing Information System?**

#### **Accounting**

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#### **Marketing Information Systems**

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- 8. Raw materials**