SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

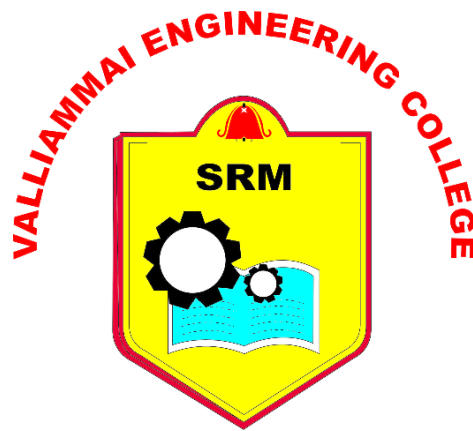## QUESTION BANK

II SEMESTER

1915205 – INFORMATION MANAGEMENT

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UNIT – I – FOCUS AND PURPOSE

SYLLABUS: Data, Information, Intelligence, Information Technology, Information System, evolution, types based on functions and hierarchy, System development methodologies, Functional Information Systems, DSS, KMS, International Information System, Transaction Processing Systems.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	What is Data?	Level 1	Remembering
2	Compare Data and information.	Level 2	Understanding
3	State your understanding on Intelligence.	Level 3	Applying
4	What is an Information System?	Level 4	Analysing
5	Point out the various applications of information technology.	Level 5	Evaluating
6	Write a brief note on functional information system.	Level 6	Creating
7	List out the characteristics of Information.	Level 1	Remembering
8	Explain the components of information system.	Level 2	Understanding
9	Define Information Technology.	Level 3	Applying
10	Can you explain how Information system transforms Business?	Level 4	Analysing
11	How would you show your understanding of International Information systems?	Level 5	Evaluating
12	State the types of system development methodologies.	Level 6	Creating
13	Why do you think the KMS is essential?	Level 1	Remembering
14	Explain the advantages of IT.	Level 2	Understanding
15	Define information system with an example.	Level 3	Applying
16	What is meant by Marketing Information System?	Level 4	Analysing
17	State the objectives of system development methodology.	Level 1	Remembering
18	Outline the components of Knowledge Management system.	Level 2	Understanding
19	What are Decision Support Systems?	Level 1	Remembering
20	Explain the role of system analyst.	Level 1	Remembering
21	State the disadvantages of SDLC.	Level 3	Applying
22	What is RAD model?	Level 1	Remembering

23	What are the international information systems components?	Level 2	Understanding
24	Define transaction processing system with examples.	Level 3	Applying

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	What is Information system? Elaborate its evolution.	(13)	Level 1	Remembering
2	State and explain the types of Information System based on hierarchy in detail?	(13)	Level 2	Understanding
3	How would you show your understanding about system development life cycle? Explain in detail.	(13)	Level 3	Applying
4	i) What is the difference between data and information?	(6)	Level 4	Analysing
	ii) What are the various types of functional Information System? Give example.	(7)		
5	How is functional information system related to manufacturing and human resource information system?	(13)	Level 5	Evaluating
6	Assess the importance characteristics of Decision Support System and its functions?	(13)	Level 6	Creating
7	What is a knowledge management system and explain in detail about each of its types with example?	(13)	Level 1	Remembering
8	Elaborate the various types of system development methodology.	(13)	Level 2	Understanding
9	i) How would you use the components of DSS?	(6)	Level 3	Applying
	ii) What are the steps involved in designing DSS?	(7)		
10	Illustrate the Accounting Information System and its applications in business context.	(13)	Level 4	Analysing
11	Explain the components of International Information System and its significance in current scenario.	(13)	Level 1	Remembering
12	How are Transaction Processing Systems relevant in business processes? Explain with appropriate example.	(13)	Level 2	Understanding
13	What is the development framework adopted for DSS? Explain in detail.	(13)	Level 4	Analysing
14	i) What is marketing information system (MkIS)?	(6)	Level 1	Remembering
	ii) How would you describe financial information system?	(7)		
15	Discuss in detail about evolution of Knowledge Management.	(13)	Level 3	Applying
16	Explain the Knowledge management tools in detail.	(13)	Level 1	Remembering
17	Discuss the Geographical Information System.	(13)	Level 2	Understanding

PART - C

S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	Outline the conceptual framework of Information Systems Components and Elaborately explain the components.	(15)	Level 4	Analysing
2	Explain the characteristics of four types of information decision that support making across hierarchies.	(15)	Level 5	Evaluating
3	Design a suitable DSS for an organisation with suitable illustration	(15)	Level 6	Creating
4	Draw and explain the difference between spiral and waterfall model while implementing in small projects.	(15)	Level 4	Analysing
5	What are the duties and responsibilities of a system analyst? Highlight the job description of a system analyst.	(15)	Level 5	Evaluating

UNIT – II – SYSTEM ANALYSIS AND DESIGN

SYLLABUS: Case tools - System flow chart, Decision table, Data flow Diagram (DFD), Entity Relationship (ER), Object Oriented Analysis and Design (OOAD), UML diagram.

PART- A

S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define the term system design.	Level 1	Remembering
2	What is meant by system analysis?	Level 2	Understanding
3	Define DFD.	Level 3	Applying
4	List out the different levels of DFD.	Level 1	Remembering
5	State the tools utilized for system development.	Level 2	Understanding
6	Distinguish upper case tools and lower-case tools.	Level 3	Applying
7	How would you represent the Class & objects?	Level 1	Remembering
8	Write a short note on decision table.	Level 2	Understanding
9	What can you say about CASE tool?	Level 3	Applying
10	How would you use Data flow diagrams (DFD)?	Level 1	Remembering
11	Why do you think CASE diagram is essential?	Level 2	Understanding
12	State the functions of system flow chart.	Level 3	Applying
13	Identify the various parts of decision table.	Level 1	Remembering
14	What is Logical system design?	Level 2	Understanding
15	Discuss OOAD.	Level 3	Applying
16	What do you mean by entities?	Level 1	Remembering
17	How would you show your understanding of Entity relationship?	Level 2	Understanding

18	What are the various elements of DFD?	Level 3	Applying
19	Define component diagram.	Level 1	Remembering
20	Can you explain UML diagram?	Level 2	Understanding
21	Define object diagram.	Level 3	Applying
22	What is activity diagram?	Level 1	Remembering
23	Define ER Diagram.	Level 2	Understanding
24	list the importance of UML diagram.	Level 3	Applying

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	What is meant by systems analysis and design? Explain its applications.	(13)	Level 1	Remembering
2	How would you apply systems flow charts with symbols? Discuss with suitable example.	(13)	Level 2	Understanding
3	i) Can you list and explain the various levels of DFD?	(6)	Level 3	Applying
	ii) How would you develop data flow diagram? Explain each step-in detail.	(7)		
4	i) How would you use the features of CASE tools in system development life cycle?	(6)	Level 4	Analysing
	ii) Can you list the different roles of CASE tools in SDLC?	(7)		
5	i) How would you create Decision table?	(6)	Level 5	Evaluating
	ii) Can you construct decision table for a bookstore?	(7)		
6	What is your opinion about ER Diagram and what are the symbols used in ER diagram?	(13)	Level 6	Creating
7	i) What is UML? Explain the class diagram and object diagram with example.	(6)	Level 1	Remembering
	ii) Can you recall advantages and disadvantages of CASE Tools?	(7)		
8	Will you state the components of ERD? Give an example for each?	(13)	Level 2	Understanding
9	Can you explain a UML sequence diagram for ATM?	(13)	Level 3	Applying
10	Draw a system flowchart for the inventory control system of an automobile company.	(13)	Level 4	Analysing
11	What is OOAD? How would you describe object-oriented concepts and design?	(13)	Level 1	Remembering
12	What are the types of UML diagram? How would you explain the various structural diagram?	(13)	Level 2	Understanding

13	How would you classify behavioral diagram? Explain with example.	(13)	Level 4	Analysing
14	Explain DFD rules and construct a DFD for a library management system.	(13)	Level 1	Remembering
15	What are the components designed under logical design phase? Explain.	(13)	Level 3	Applying
16	Compare and contrast logical designs with physical design.	(13)	Level 1	Remembering
17	Distinguish between physical DFD and Logical DFD using examples.	(13)	Level 1	Remembering

PART - C				
S.NO	**QUESTIONS**		**BT LEVEL**	**COMPETENCE**
1	Prepare an ER diagram for a car insurance company.	(15)	Level 4	Analysing
2	Outline a context level Data Flow Diagram for a University Student Enrollment and explain the process.	(15)	Level 4	Analysing
3	Elaborate the concept of Computer Aided Software Engineering (CASE) Tools and the different classes of CASE Tools.	(15)	Level 5	Evaluating
4	Assume a school offers community school classes after school hours the majority of the programmes are adult continuing education such as computer courses, personal finance, ballroom dancing, yoga and photography. Most of the records and course matching is done using spreadsheets. Considering the scenario, model the information system with ER diagram to overcome potential issues that could arise with the system.	(15)	Level 6	Creating
5	Take a problem with which you are familiar and draw a dataflow diagram expressing the logic of information flows.	(15)	Level 6	Creating

UNIT – III – DATABASE MANAGEMENT SYSTEMS			
SYLLABUS: DBMS – HDBMS, NDBMS, RDBMS, OODBMS, Query Processing, SQL, Concurrency Management, Data warehousing and Data Mart, Blockchain – Introduction, Process.			
PART- A			
S.NO	**QUESTIONS**	**BT LEVEL**	**COMPETENCE**
1	Define DBMS.	Level 1	Remembering
2	What are the major capabilities of DBMS?	Level 2	Understanding

3	What are the main features of DBMS?	Level 3	Applying
4	List down the DDL commands.	Level 1	Remembering
5	State the properties of Normalized relations.	level 2	Understanding
6	Identify the categories of Data Model.	Level 3	Applying
7	Write a short note on Block Chain.	Level 1	Remembering
8	How would you explain steps in Query processing?	Level 2	Understanding
9	Define Database.	Level 3	Applying
10	Classify the various types of SQL commands.	Level 1	Remembering
11	How would you use concurrency management?	Level 2	Understanding
12	Why do you think Rational DBMS so powerful?	Level 3	Applying
13	How would you categorise of Normalization relations?	Level 1	Remembering
14	What is your opinion on Data mining?	Level 2	Understanding
15	Define concurrency control.	Level 3	Applying
16	What is the main idea of Data warehousing?	Level 1	Remembering
17	State a concurrency problem? How can it be solved?	Level 2	Understanding
18	How does DBMS differ from RDBMS?	Level 3	Applying
19	Define Normalization.	Level 1	Remembering
20	What is meant by Data mart?	Level 2	Understanding
21	Define Query processing.	Level 3	Applying
22	What is Structured Query language?	Level 1	Remembering
23	What is meant by Blockchain.	Level 2	Understanding
24	List the applications of Blockchain.	Level 3	Applying

PART- B			
S.NO	QUESTIONS	BT LEVEL	COMPETENCE
1	Define DBMS, Discuss the features, objectives, advantages of a Database and its applications. **(13)**	Level 1	Remembering
2	Explain in detail about Data Models. **(13)**	Level 2	Understanding
3	How do you use database to improve Business Performance and decision making? Substantiate it with examples. **(13)**	Level 3	Applying
4	What is difference between RDBMS and DBMS? **(13)**	Level 4	Analysing
5	Discuss in detail about data mart. **(13)**	Level 5	Evaluating

6	Explain the concept of concurrency management in detail with suitable examples.	(13)	Level 6	Creating
7	What is data warehousing and explain in detail with example?	(13)	Level 1	Remembering
8	Explain the concepts of Query processing and its steps in details	(13)	Level 2	Understanding
9	What are the methods of resource locking to have concurrency control? Compare and Contrast them.	(13)	Level 3	Applying
10	Explain the concept of Database. Discuss the various features and applications of database.	(13)	Level 4	Analysing
11	Differentiate hierarchical data model and network data model.	(13)	Level 1	Remembering
12	Explain how block chain works in a step-by-step process?	(13)	Level 2	Understanding
13	List and explain the types of SQL Commands	(13)	Level 4	Analysing
14	Discuss the steps in designing RDBMS applied to reality by assuming suitable no of reports in that reality.	(13)	Level 1	Remembering
15	Explain in detail about the 3 most important components for a blockchain.	(13)	Level 1	Remembering
16	Discuss in detail about the need and importance of Blockchain in the current Business scenario.	(13)	Level 1	Remembering
17	How would you explain the concept of Blockchain to a layman?	(13)	Level 2	Understanding

PART - C				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	Explain the characteristics, construction and working principle of RBDBMS	(15)	Level 4	Analysing
2	Describe the data warehouse framework and its components. List out the benefits of data warehousing.	(15)	Level 5	Evaluating
3	Explain DDL and DML commands with examples?	(15)	Level 6	Creating
4	Explain how block chain projects such as bitcoin and Ripple used as an internet-based currency.	(15)	Level 4	Analysing
5	How blockchain affect our lives? Explain in detail with examples.	(15)	Level 5	Evaluating

	UNIT – IV – SECURITY, CONTROL AND REPORTING		
	SYLLABUS: Security, Testing, Error detection, Controls, Vulnerability-Malicious software-viruses-worms-Trojan horses-Spyware-Hackers, Disaster Management, Computer Crimes-Hacking-Cyber theft-piracy-spoofing-sniffing-identify theft-internal threats, Securing the Web, Intranets and Wireless Networks, Software Audit, Ethics in IT, User Interface and reporting.		
	PART- A		
S.NO	**QUESTIONS**	**BT LEVEL**	**COMPETENCE**
1	What is meant by information system?	Level 1	Remembering
2	State the security aspects of information.	Level 2	Understanding
3	How would you solve ERROR detection?	Level 3	Applying
4	Can you make a difference between alpha testing and beta testing?	Level 1	Remembering
5	Identify the threats and controls for disaster management.	Level 2	Understanding
6	Define vulnerability in information System?	Level 3	Applying
7	What are programming controls?	Level 1	Remembering
8	Explain malicious software.	Level 2	Understanding
9	How would you use virus control policies?	Level 3	Applying
10	Can you make difference between internet, intranet & Extranet?	Level 1	Remembering
11	What do you think about ethical guidelines?	Level 2	Understanding
12	How are the networks classified?	Level 3	Applying
13	Define hacking.	Level 1	Remembering
14	How is error detection performed during MIS installation?	Level 2	Understanding
15	What examples can you find for software audit process?	Level 3	Applying
16	Can you list out the types of internet security?	Level 1	Remembering
17	Define spoofing.	Level 2	Understanding
18	How would you classify the types of controls?	Level 3	Applying
19	What is the purpose of interface?	Level 1	Remembering
20	Define sniffing.	Level 2	Understanding
21	What is meant by risk assessment?	Level 3	Applying
22	What is Is security?	Level 1	Remembering
23	Define Is risk analysis	Level 2	Understanding
24	What is meant by software audit?	Level 3	Applying

**PART- B**			
S.NO	**QUESTIONS**	**BT LEVEL**	**COMPETENCE**
1	What are the security threats faced in internet supported information system? **(13)**	Level 1	Remembering
2	Discuss the way to control the performance and security of the use of the internet by business and their end users. **(13)**	Level 2	Understanding
3	Define networking and Explain different network topologies in detail. **(13)**	Level 3	Applying
4	(i) Define security in Information Systems. **(3)** (ii) Describe controls that promote security for computer hardware, network, software and computerized data. **(10)**	Level 4	Analysing
5	Discuss the various types of attacks on networked information systems. How can you protect your systems from such attacks? **(13)**	Level 5	Evaluating
6	Illustrate computer crimes and their effect on information system protection with examples. **(13)**	Level 6	Creating
7	i) What example can you find for software audit? **(6)** ii) Discuss the types of audits and the audit process. **(7)**	Level 1	Remembering
8	How to secure web, intranets and wireless networks? Elaborate. **(13)**	Level 2	Understanding
9	i) How would you categorize various causes for system vulnerability? **(6)** ii) Explain the threats and controls for disaster Management. **(7)**	Level 3	Applying
10	Evaluate the application/ information system (IS) controls are required? Explain the types of controls. **(13)**	Level 4	Analysing
11	i) What is ethics? **(3)** ii) Explain the business and technology ethics. **(10)**	Level 1	Remembering

12	Explain in detail about Reporting and its types. **(13)**	Level 2	Understanding
13	i) What example can you find for testing and its Objectives? **(6)** ii) Simplify the types of testing with example. **(7)**	Level 4	Analysing
14	What is user interface? Explain the different types of interfaces. **(13)**	Level 1	Remembering
15	Define encryption. Explain the control measures taken in an organisation. **(13)**	Level 1	Remembering
16	Define data quality audit. Why is this necessary? What are the methods adopted for data quality audit? **(13)**	Level 1	Remembering

17	Define security. Mention the six ways to breach data and security.	(13)	Level 2	Understanding

PART - C				
S.NO	**QUESTIONS**		**BT LEVEL**	**COMPETENCE**
1	Identify an organization that has recently been in the news for some kind of IS security breach. Analyze its security plan and suggest the security measures.	(15)	Level 4	Analysing
2	Explain the different causes of vulnerability in Information system and how do you secure the web.	(15)	Level 5	Evaluating
3	Elucidate the procedure involved in software audits.	(15)	Level 6	Creating
4	What is digital signature? How is it used? What are the duties of certifying authorities in regard to its usage?	(15)	Level 4	Analysing
5	'if your computer is connected through an external communication line, anyone with a similar link can potentially access it'. Do you agree or not?. What are your reasons.	(15)	Level 5	Evaluating

UNIT – V – NEW IT INIATIVES			
SYLLABUS: Role of information management in ERP, e-business, e-governance, Data Mining, Big Data analytics, Cloud computing, CMM, Online marketing-social network marketing.			
PART- A			
S.NO	**QUESTIONS**	**BT LEVEL**	**COMPETENCE**
1	Define ERP	Level 1	Remembering
2	What is meant by ERP?	Level 2	Understanding
3	State few examples of E-Governance.	Level 3	Applying
4	Can you list out the advantages of E- Governance?	Level 4	Analysing
5	What is the role of SCM in e-business?	Level 5	Evaluating
6	Write short note on pervasive computing principles.	Level 6	Creating
7	What E-Business?	Level 1	Remembering
8	Illustrate few characteristics of ERP?	Level 2	Understanding
9	Can you make use of E-Governance in public sector?	Level 3	Applying
10	What are the components of Big Data analytics?	Level 4	Analysing
11	Identify some of the issues in online marketing.	Level 5	Evaluating

12	How is cloud computing essential in today's scenario?	Level 6	Creating
13	What is Data Mining?	Level 1	Remembering
14	State any four applications of Data Mining in marketing.	Level 2	Understanding
15	When will you apply the levels of CMM?	Level 3	Applying
16	What are the features of cloud computing Models?	Level 4	Analysing
17	Define Big data.	Level 1	Remembering
18	Can you explain big data analytics?	Level 2	Understanding
19	How big data is used by marketers to plan for social media campaigns?	Level 1	Remembering
20	Define capability maturity model	Level 1	Remembering
21	Define electronic business.	Level 3	Applying
22	What is web enabled ERP software?	Level 1	Remembering
23	Define CRM.	Level 2	Understanding
24	What is CMM?	Level 3	Applying

PART- B				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	Explain how business planning is different than conventional IT planning.	(13)	Level 1	Remembering
2	ERP integrates data islands and improves business process. Justify with examples.	(13)	Level 2	Understanding
3	Describe the characteristics of data ware housing and data mining.	(13)	Level 3	Applying
4	i) What is ERP? Explain with suitable examples.	(6)	Level 4	Analysing
	ii) Describe the modules and functions of E-CRM.	(7)		
5	Define E- Governance. Explain the applications of E-Governance in detail.	(13)	Level 5	Evaluating
6	Explain in detail about E-Business framework.	(13)	Level 6	Creating
7	Elaborate big data analytics with example.	(13)	Level 1	Remembering
8	i) What are the functions of ERP?	(6)	Level 2	Understanding
	ii) Explain the benefits, challenges and trends in ERP	(7)		
9	Define Digitalization. Why do you think ERP used in an organization?	(13)	Level 3	Applying
10	Evaluate how big data applied in online marketing.	(13)	Level 4	Analysing

11	i) Write a note on social network.	(6)	Level 1	Remembering
	ii) List the advantages of social network marketing.	(7)		
12	Explain the capability maturity model and its different levels.	(13)	Level 2	Understanding
13	i) How do you use data mining and its methods?	(6)	Level 4	Analysing
	ii) Why do you think common classes of tasks involving in data mining?	(7)		
14	i) What is cloud computing?	(6)	Level 1	Remembering
	ii) Explain the different components of cloud computing.	(7)		
15	'ERP is adding value to customer and bring down cost' what is your view?	(13)	Level 1	Remembering
16	Compare enterprise system with traditional view of systems.	(13)	Level 1	Remembering
17	Explain in detail with an example that how the online marketing is successful.	(13)	Level 2	Understanding

PART - C				
S.NO	QUESTIONS		BT LEVEL	COMPETENCE
1	Comment your view on Digitalization. Explain the impacts of introducing the same in any business Organizations. Examine how the same could improve the profitability of an organization.	(15)	Level 4	Analysing
2	If you were given a chance to act as a minister of state for it, what would be your first priority implementing e-governance? Bring out your initiatives with your own experience and examples.	(15)	Level 5	Evaluating
3	You are working for a medium –sized company that wishes to sell products business to consumers (B2C) on the internet. Find three firs that could be used to host your website. Identify the features, tools, and cost of each firm. Which one would you recommend?	(15)	Level 6	Creating
4	Explain the types of online marketing and explain how social network marketing is effective in current business scenario.	(15)	Level 4	Analysing
5	How does Information systems make SCM more efficient?	(15)	Level 5	Evaluating