

Student's Roll No.		-			-			-				
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**5th SEMESTER EXAMINATION – BBA  
NOV – DEC 2009**

**INFORMATION TECHNOLOGY IN  
MANAGEMENT  
(HONOURS)**

**ITMA3501**

Friday, November 27, 2009      08:30 am to 10:30 am

Time allowed: 2 hours

Full Marks: 50

**Instructions:**

- Use fountain pen or ball-point pen of blue or black ink.
- Answer in own words as far as practicable.
- Do not write anything on the Question paper other than Roll No.

## GROUP - A

Answer ANY SIX from GROUP A

(6x3 = 18)

1. What is ERP?
2. What do you mean by System Study?
3. Why testing is essential before implementing the new system into operations?
4. What do you mean by market feasibility and technical feasibility?
5. Why are integrated solution needed?
6. What are the major characteristics of input design?
7. Why is feasibility study needed?
8. State the characteristics of a reliable system.
9. Discuss any one information gathering technique in detail.
10. What do you mean by cost benefit analysis?

## GROUP - B

Answer ANY FOUR from GROUP B

(4x8 = 32)

1. (a) "Most Systems have all of the major elements, but the attributes are necessary relevant to every system." – Justify it. (4)  
(b) Discuss the following : (2 + 2 = 4)
  - (i) procedures and programming.
  - (ii) Training.
2. What do you mean by System Development Life Cycle? Discuss with block Diagram. (8)
3. Draw a DFD of the following example: (8)

Customer places order for books. The orders are checked against the books in stock and if an order cannot be filled, the customer is informed and the order dropped. Orders that are OK are placed in an orders file to be picked up later by the warehouse. Customer details are added to a customer file for future reference.

With details of the order, an invoice is made up, a copy filed and a copy sent out to the customer. Meanwhile the warehouse picks up the order from the file, make up the order and pack it, then send it out to the customer. Finally, the book quantities held in the stock file are updated.
4. (a) Discuss on the prototype model for system development. (5)  
(b) Discuss the features of black-box testing. (3)
5. (a) Discuss on the features of an Expert System. (4)  
(b) Briefly discuss on the role of a System Analyst in a system development process. (4)
6. (a) How ERP is different from Traditional approach of System? (3)  
(b) Discuss different features of ERP. (5)

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