

International Islamic University Chittagong

Department of Business Administration

Program: MBA

Semester: 2nd

Final Examination, Spring 2022

Course Code: MIS-4201

Course Title: Fundamentals of MIS

Time: 3 Hours

Total Marks: 40

N. B: Answer any 4(Four) questions.

Figures in the right margin indicate full marks.

Parts of the same question must be answered following the serial.

- Q.1. a. Define signal & computer network. What are three basic network topologies? 04
b. What are various types of Transmission Directions? 03
c. Discuss different Types of Communications Channels. 03
- Q.2. a. What are the tools available for CSO? Why MIS audit are important? 03
b. Define software vulnerability. 02
c. What is disaster recovery planning? What are the three types of firewall? 03
d. What is Computer forensics? What is general control? Mention the types of general control. 02
- Q.3. a. What are the business value of enterprise systems? Define enterprise software. 03
b. What is churn rate? Write down one important difference between operational and analytical CRM? 02
c. Write down the business value of CRM. Define CRM software. 03
d. What are the main functions of PRM and ERM? 02
- Q.4. a. What are the different types of decision and how does the decision making process work? 04
b. Write down Mintzberg's ten managerial roles. 03
c. What are the information requirements of key decision making group in a firm? 03
- Q.5. a. "System analysis deals with the questions what to be done and system design answers how to accomplish the job"-analyze the statement. 03
b. What are the five steps in business process management? What is the main objective of system analysis? 03
c. Write down the role of end users. Define programming & test plan. Write down one difference between unit testing & system testing. 04
- Q.6. Write short notes on the followings (Any four): 2.5*4=10
a.) Warm.
b.) Spoofing.
c.) Radio-frequency identification(RFID).
d.) Sniffing.
e.) Computer-Aided Software Engineering(CASE)
f.) Working procedures of Google.