

International Islamic University Chittagong
Department of Business Administration
Final Examination Spring-2019
Program: BBA Course Code: MIS-3501
Title: Management Information Systems

Time: 2.5 hours

Marks: 40

[Answer any **four** of the following questions. All questions are of equal marks.
All parts of the same question must be answered serially]

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| 1. | a. | Define signal & computer network. What are the three basic network topologies? | 4 |
| | b. | What are various types of transmission directions? | 3 |
| | c. | Discuss different types of communications channels. | 3 |
| 2. | a. | Discuss internet vulnerability and wireless security challenges. | 3 |
| | b. | What are the three types of firewall? Define software vulnerability. | 4 |
| | c. | What is general control? Mention different types of general control. | 3 |
| 3. | a. | Define enterprise systems with business value. | 3 |
| | b. | Differentiate between operational CRM and analytical CRM with examples. | 3 |
| | c. | Define CRM software. Write down the business value of CRM with examples. | 4 |
| 4. | a. | What are the different types of decision and how does the decision making process work? | 4 |
| | b. | Write down Mintzberg's ten managerial roles. | 3 |
| | c. | Give an integrative scenario between different management levels and respective systems used. Give examples. | 3 |
| 5. | a. | "System analysis deals with the questions what to be done and system design answers how to accomplish the job" - analyze the statement. | 3 |
| | b. | What are the five steps in business process management? What is the main objective of system analysis? | 3 |
| | c. | Write down the role of end users. How does building a new system produce organizational change? | 4 |
| 6. | | Write short notes on the following (any four) | 2.5 x 4 10 |
| | a. | Spoofing | |
| | b. | Worm | |
| | c. | Sniffing | |
| | d. | Business process redesign | |
| | e. | Computer-Aided Software Engineering (CASE) | |
| | f. | Biometrics authentication | |