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| **SESSION** | **JULY/AUG - 2022** |
| **PROGRAM** | **MASTER of Business Administration (MBA)** |
| **SEMESTER** | **II** |
| **course CODE & NAME** | **DMBA204** **mANAGEMENT INFORMATION SYSTEM** |

**Assignment Set – 1st**

**Questions**

**1. Discuss the history of Computing.**

**Ans:** Computers or general purpose computing devices were invented in the middle of the 20th century, but the ideas they are based on evolved a century earlier. Charles Babbage, a renowned British mathematician, first conceived the idea of a computing device in the 1820s when he was confronted with the problem of errors creeping into navigation charts at the time

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**2. What is IT interaction model? Explain.**

**Ans:** Managing IS in organisations is a highly challenging and complex task. One reason for this complexity is that neither organisations nor the IS they use remain static over time – both change continuously, and it is the job of management to ensure that the systems remain useful

**3. How are management information systems different from transaction processing systems?**

**Ans: Management information systems** Management information systems (MIS) process the information generated by the transaction processing systems of an organisation and create reports for use by the management.

**Assignment Set – 2nd**

**Questions**

**4. What are the different ways of making online payments? Explain**

## Ans: Online payment services.

Most modern online payment services offer easy-to-use, fast and secure ways to pay – the bare bones of what’s expected from payment providers.

Such companies do so by cutting out the need to enter long card details or personal information. Instead, they operate using stored payment methods and/or third-party

**5. What are the facilities an organization could have from ‘Customer Relationship Management System’?**

**Ans: CRM** applications are a way to enhance and embellish customer touch points. Touch points are interfaces at which the marketing establishment of a commercial firm interfaces, directly or indirectly, with a current or potential customer. This term also has a larger connotation – referring to any interface of the firm with stakeholders such as customers,

**6. Why is vendor management important? What are the key issues to consider for managing vendors carefully?**

**Ans:** Organisations that manage their own IT infrastructure, and not outsource it, usually rely on vendors to provide certain services. The services may range from one-time purchases to long-term service contracts. Vendors too may range in size from very small, one-person operations to large multinational fi rms. Managing vendors is a challenge for all