Ques 1)

Solution Management Information System (MIS) vs Computer System

MIS and computer system Management information system refers to the formal system installed in an organisation for purposes of collecting, organising, storing and processing data and presenting useful information to management at various levels. It may be done in a computerised environment or manually too. The main thrust is streamlining information useful to the management. However with the advent of technology, MIS is now computerised. Computer system is designed to process the data and give information to the user. However it need not to be targeted towards management alone. The main focus of computer system is to facilitate processing of data with speed and accuracy and the end user may be anyone from clerical to mangement staff.

Computer System are different in the sense that they do not have such a specific task and do not supply specific information for decision making; rather you could define them as simply an operating system that is programmed in various ways to allow for many different tasks. A computer system is

more general defination for things like MISs which have also been subdivided into smaller systems with more specific jobs.

Characteristics of MIS

A management information system (MIS) has following characteristics

1) System Approach

The information system follows a System's approach. The systems approach implies a wholistic approach to the study of the system and its performance to achieve the objective for which it has been formed.

2) Management Oriented

for designing of MIS top-down approach should be followed. Top-down approach suggests that the system development starts from the determination of the management needs and overall business objectives.

3) Need Based.

MIS design and development should be as per the information needs of managers at different levels that are strategic planning level, management control level and operational control level.

4) Exception Based.

MIS should be developed on exception based reporting principle, which means an abnormal situation, that is the maximum minimum or expected values vary beyond the limits. In such cases there should be exception reporting to the decision-makers at the required level.

5) Future Oriented

Besides exception based reporting, MIS should also look at the future. In other words MIS should not merely provide past or historical information, rather it should provide information on the basis of projections based on which actions may be initiated.

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Factors Responsible for failure of MIS

The common factors that are responsible for failure of MIS are

- The MIS is concieved as a data processing and not as an information processing system.
- The MIS does not provide that information which is needed by the managers but it tends to provide the information generally the function calls for. The MIS then becomes an impersonal system.
- Understanding the complexity in the business systems and not recognizing it in the MIS design leads to problems in successful implementation.
- Adequate attention is not given to quality control aspects of the inputs, the process and the outputs leading to insufficient checks and controls in the MIS.
- The MIS development without streamlining the transaction processing systems in the organization.
- Lack of training and appreciation that the users of the information and the generators of the data are different and they have to play an important responsible role in the MIS.
- The MIS does not meet certain critical and key factors of its users such as a response to the query on the database, and inability to get the processing done in a particular manner, lack of user-friendly systems and the dependence on the systems personnel.

Ques2

Sol Advantages of ERP (Enterprise Resource Planning) System

ERP is an important enterprise application that integrates all the individual department function into a single software application. Some of its advantages are –

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1. Complete visibility into all the important processes, across various departments of an organization.
2. Automatic and coherent workflow from one department/function to another, to ensure a smoth transition and quicker completion of processes.
3. A unified and single reporting system to analyse the statistics / status etc. in real-time, across all functions / departments.
4. Since same (ERP) software is now used across all departments individual departments having to buy and maintain their own software systems is no longer necessary.
5. Advanced e-commerce integration is possible with ERP systems - most of them can handle web-based order tracking

Ways of implementing an ERP

- Phased implementation approach - This implementation approach is also known as Modular implementation. The system of modular implementation goes after one ERP module at a time. This limits the capacity of implementation usually to one functional department. This approach suits enterprises that do not share many widespread processes across departments or business units. Independent modules of ERP systems are installed in every unit, while integration of ERP modules is taken place at the afterwaid stage of project This has been the most usually used methodology of ERP implementation Each business unit may have their own instances of ERP and database. Modular implementation trims down the risk of installation, customisation and operation of ERP systems by reducing the scope of the implementation. The successful implementation of one module can promote the overall success of ERP projects.

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- Process-Oriented Implementation:
This method of implementation focus on the support of one or few critical business processes, which involves a few business units. The initial customization of the ERP system is limited to functionality closely related to the intended business processes. The process-oriented implementation may eventually grow into a full-blown ERP system. This approach is utilized by many small to mid-sized companies whose business processes are not too complex.
- Vanilla Implementation Approach.
In other implementation approach that focuses on minimal customisation of the ERP packages.

ERP vs CRM and SCM

CRM → Customer Relationship Management

SCM → Supply chain management.

ERP and CRM

ERP :- Enterprises conventionally focus on process and technologies with purpose of optimisating the process using MRP and ERP systems. The focus was alway inward.

CRM: With enterprises becoming more customers oriented, they are realizing the benefits of including customers and business partners in the value chain. Enterprises are becoming more externally focused.

ERP: Enterprises uses EPP systems to integrate and deal with distinguish operations and process. ERP system integrates functions like Accounting, Human Resources and Inventory control to given an integrated enterprise.

CRM: CRM enterprise have started to realise the value of strategy extensions like Supply chain management and customer relationship management applications. These softwares enables companies to amalgamate.

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ERP and SCM

Points of Comparison	ERP	SCM
1. Comprehensive	More Elaborative	Moderately less
2. Sourcing tables	Somewhat still	Self-motivated
3. Complexity	High	Reasonably less
4. Functionality	Moderately less dynamic	Execute simulation of alteration.
5. Processing speed	Quite Slower	Quicker.
6. Maging of Constraints.	Considered in isolation to each other.	Synchronized handling.

Ques 3

Solution: Criteria for Decision-making

- Cognitive and personal biases in decision-making.

It is genually agreed that biases can seep into our decision making processes, calling into question the correctness of a decision.

Repetetion bias - A willingness to believe that we have been told most often and by greatest different sources.

Anchoring and adjustment. Decisions are unduly influenced by initial information that shapes our view of subsequent different sources.

Anchoring and adjustment: Decisions are unduly influenced by initial information that shapes our view of subsequent information

Groupthink: Peer pressure to conform to the opinions held by the group.

Hence, we should avoid all these factors that influence our decision making process

Decision-making is a cognitive process of selecting a course of action from among multiple alternatives. Decision-making is said to be a psychological construct. This means

that although we can never see a decision, we can infer from observable behaviours that a decision has been made. Therefore, we conclude that a psychological event that we call "decision making" has occured. It is is a construction that inputis commitment to action. That is, based on observable actions, we assume that people have made a commitment to affect the action.

Structured rational decision-making is an important part of all science-based professions, where specialists apply their knowledge in a given area to making informed decision. For example medical-decision making often involves making a diagnosis and selecting an appropriate treatment. Some research using naturealistic methods shows, however that in situations with higher time pressure, higher stake or method increased ambiguities, expert use intuitive decision making rather than structured approach following a recognition primed decision approach to fit a set of indicators into the expert's experience and immediately arrive at a satisfactory course of action without weighing alternatives.

Information fuels the new economy and plays an essential role in developing and maintaining a sustainable competitive advantage. The demands on a business today - increased global competition, lower barrier to entry, lower profit margins - are creating an ever increasing need for access to data. The ability to get the right information to the right people at the right time is, therefore, more important than ever; however, the sheer volume of available data makes such a proposition more challenging than ever. Organisations that are the most successful at collecting, evaluating and applying information are consistently the

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BUSINESS INTELLIGENCE TOOLS

Business intelligence tools are a type of Application software designed to help the business Intelligence (BI) business process. Specialy they are generally tools that aid in the analysis and presentation of data. While some business intelligence tools include ETL functionality, ETL tools are generally not considered business intelligence tools.

Two types of tools are.

- OLAP
- Data Mining.

OLAP (OnLine Analytical Processing)

OLAP is an acronym for On line Analytical processing. It is an approach to quickly provide the answer to analytical queries that are multi-dimesional in nature. It is ~~part~~ part of broader category business intelligence, which also includes ETL relational reporting and data mining. The typical applications of OLAP are in business reporting for sales, marketing, management reporting, business performance management (BPM), budgeting and forecasting, financial reporting and similar areas. The term OLAP was created as a slight modification on the traditional database term OLTP (on line transaction processing).

Database configured for OLAP employ a multidimensional data model, allowing for complex analytical and ad-hoc queries with a rapid execution time. Nigel Pendse has suggested that an alternative and perhaps more descriptive term to describe the concept of OLAP is fast Analysis of shared Multidimensional information (FASMI). They borrow aspects of navigational databases and hierarchical databases that are speedier than their relational kin.

Data Mining.

Data Mining also known as Knowledge-Discovery in Databases (KDD), is the process of automatically searching large volumes of data for patterns. Data Mining can be

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defined as "The nontrivial extraction of implicit, previously unknown, and potentially useful information from data" and the science of extracting useful information from large data sets or databases". Although it is usually used in relation to analysis of data, data mining, like artificial intelligence, is an umbrella term and is used with varied meaning in a wide range of contexts. It is usually associated with a business or other organisations need to identify trends Data mining involves the process of analyzing data to show patterns or relationships and sorting through large amounts of data and picking out pieces of relative information or patterns that occurs eg picking out statistical information from some data.

Ques 5

Solution: SYSTEM ANLYSIS

System development can generally be thought of as having two major components : System analysis and system design. System design is the process of planning a new business system or one to replace or complement an existing system. But before this planning can be done, we must thoroughly understand the old system and determine how computers can best be used to make its operation more effective. System analysis, then, is the process of gathering and interpreting facts, diagnosing problems and using the information to recommend improvements to the system. This is the job of system analyst.

consider, for example, the stockroom operation of a clothing store. To better control its inventory and gain access to more up-to-date information about stock levels and reordering, the store asks a system analyst to computerize its stockroom operations. Before one can needs to know more about the store operations.

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what forms are being used to store information manually, such as requisitions, purchase orders and invoices and what reports are being produced and who how they are being used Analysis specify what system should do Design states how to accomplish the objective. Notice that each of the process involves people. Managers and employees have good ideas about what works and what does not, about what flows smoothly and what causes problems, about where change is needed and where it is not, and especially about where change will be accepted and where it will not. Despite technology, people are still the key that make the organisation work. Thus, communicating and dealing with people are very important parts of the system analysts job.

Problems faced by a system analyst

1. Customer cannot tell what they need.
Customer can tell what their problem is, and express their superficial desire against that problem but they cannot tell what will solve their peopblem. A system analyst is a technology focused person. They can derive a solutia if the cutomer could easily explain for what they want. Sometimes due to lack of complete explanation the system analyst is not able to derive the exact solutia that customer needs and hence, the customer get dissatisfied.

2. Requirements are complex and multi-dimensional.
The requirements are not simple anymore as it used to be. Requirements are complex and multi-dimensional. You just cannot focus on features and functionality explained by users. Thatt is only ONE component of requirement.

3. Communication Gap.
It is very difficult for Com a system analyst to focus on business problem. For a system analyst, it is difficult to

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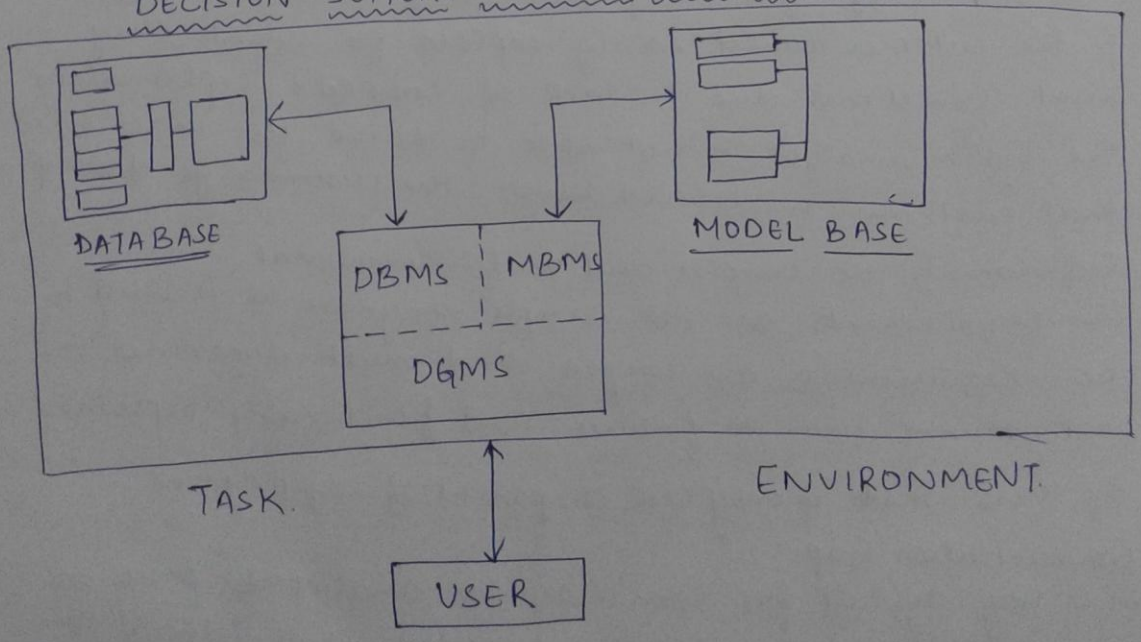
understand business terminologies because of his/her technology background. You cannot communicate when somebody is speaking different language than yours. You have to speak the same language.

Ques 6 Decision Support System (DSS)

Decision support systems are a class of computerized information system or knowledge based system that ~~digest~~ support decision-making activities. The concept of a DSS is extremely broad. DSS can take many different forms and the term can be used in many different ways. On the one hand, a DSS is broadly defined as "a computer-based system that aids the process of decision making". In a more precise way, it has been defined as "an interactive, flexible and adaptable computer based information system, especially developed for supporting the solution of a non-structured management problem for improved decision making. It utilises data, provides an easy to use interface and allows for the decision maker's own insights.

DECISION SUPPORT SYSTEM (DSS) COMPONENTS



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Three fundamental components of DSS are -
(a) The database management system (DBMS)
(b) The model-base management system (MBMS)
(c) The dialog generation and management system (DGMS)
These three components can be explained in more details. The data management component stores information (which can be further subdivided into that derived from an organisation's traditional data repositories, from external sources such as the Internet, or from the personal insights and experiences of individual users); the Model Management component handles representations of events, facts, or situations and the user interface management component is of course the component that allows the user to interact with the system.

DSS supports in decision making to the managers can be explained through the following examples. One of the examples is clinical decision support system for medical diagnosis. Other examples include a bank loan officer verifying the credit of a loan applicant or an engeneering firm that has bids on several projects and wants to know if they can be competetive with their costs.
A specific example concerns the Canadian National Railway system, which tests its equipment on a regular basis using a DSS. A problem faced by any railboard is worn-out or defective rails, which can result in hundreds of derailments per year. Under a DSS, CN managed to decrease the incidence of derailments at the same time other companies were experiencing an increase.

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Ques7 Virus vs Hacking

Solution: Hackers

~~Being hacked used to be~~ The act of defeating the securit capabilities of a computer system in order to obtain an illegal access to the information stored on the computer system is called hacking. Being hacked meant that someone was actively trying to invade your database through physically hitting the right kind of keystrokes. This usually took days, weeks or minimum several hours. There were not supposed to have access to, people on the other end were busy pinpointing where the unauthorised access was comming from.

Virus is a small program that's purpose is to impair or destroy a computer's ability to operate successfully. There have been different types of viruses that made the news over the last few years thanks to the path of destruction they left in their wake. Some of these viruses are actually considered nothing more than a nuisance but the worst of the worst are the one that are built to make a theif's job that much easier.

Hacking has become a big business ~~that~~ A virus is now a tool that Hackers have come up with to take a shortcut to gaining information and access to company databases, as well as individual computers.

The difference betweeen hacking and virus is that a virus is just a new form of hacking, they both are two sides of the same coin.

Need for information security and information plan.

information is sequrity policies and plan is exactly what says the security of information. "Information is an asset which, like other important business assets, has value to

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an organisation and consequently needs to be usually suitably protected. The process by which digital information asset is protected is called information security. It very importa to lay down some policies and plans for that. It is important because in ensures business continuity and reduce business damage. It prevent and minimize the impact of security incidents. An lakk of proper information security plan and policy might lead to risk. and risk is dangerous because it may lead to many proplems in the organisation. without proper risk management this situation cannot be handled thus Operation risk is the risk of looss of resulting from inadequate or failed processes, people & systems. The root can be either internal or external events. Operational risk is present across all business lines thus proper information security policies and information security plans are required.

Ques 8

solution: KNOLEDGE MANAGEMENT.

Knowledge management (KM) is the management of knowledge within organisations. A widely accepted "working definition" of knowledge management applied in worldwide organisations is "Knowledge Management caters to the critical issues of organisation adaptation, survival and competence in the face of increasingly discontinous environmental change... Essentially, it embodies oraganisational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings".

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The definition not only gives an indication of what knowledge Management is but of how its advocates often treat the English language. In simpler terms, knowledge management seeks to make the best use of the knowledge that is available to an organisation, creating new knowledge in the process.

It is helpful to make a clear distinction between knowledge on the one hand and information and data on the other. Information can be considered as a message. It typically has a sender and a receiver. information is the sort of stuff that can, at least potentially, be saved onto a computer. Data is a type of information that is structured, but has not been interpreted.

Knowledge might be described as information that has a use or purpose. Whereas information can be placed onto a computer, knowledge exists in the heads of people. Knowledge is information to which intent has been attached.

Successful implementation of Knowledge Management

Point 1: Knowledge Management is a discipline

A lot of people think knowledge management is a technology or software solution but it is much more than that; knowledge management is a discipline. Obviously, you have to have a good piece of software or a good system to capture knowledge - but thats not the whole equation. Underestimating what it takes just to capture the knowledge correctly is a big risk, as is underestimating the integration task into your already complex environment.

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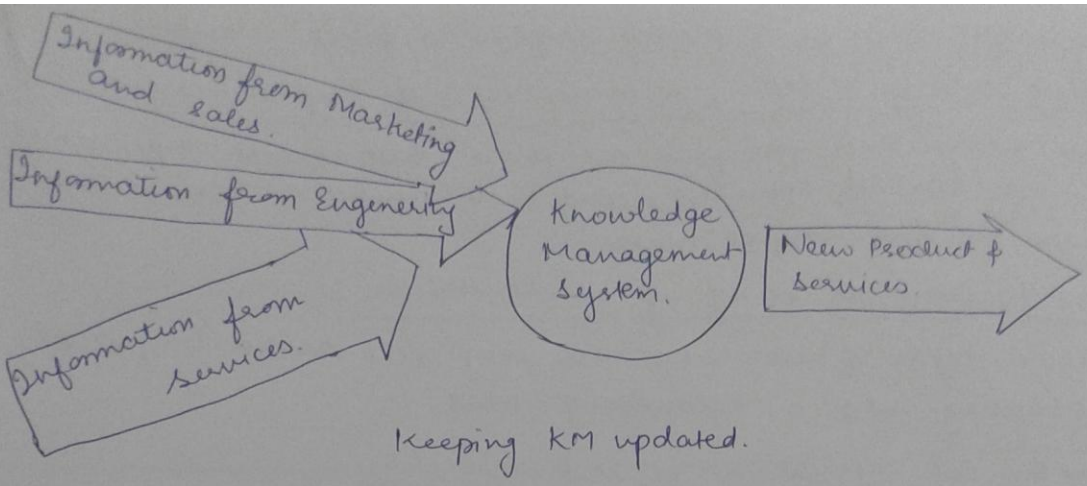

Keeping KM updated.

Point 2 : One champion is not enough.

To be successful, your project must have several champions within the organisation. These are individuals that believe in the project, enthusiastically advocate it and have the clout to "make things happen". Projects that lack a champion generally don't get off the ground. Those with only one champion are also at serious risk.

Point 3 : Cultural change isn't automatic

Buy-in is needed at all levels and this may require cultural change. The people that are going to use the tools have to be part of the design unless you plan on strong-arming them.

Point 4 : Create a change management plan

If your employees are not already sharing knowledge information, you will need a change management plan because you are asking people to do their jobs differently.

Point 5 : Stay strategic

Knowledge management is a strategic endeavour, not just a project. I prefer to call it a strategic initiative as opposed

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a project because a project implies a finite timeline.

Point 6: Pick a topic, go in-depth, and keep it current
We advise that you pick one area that needs improvements or has limited resources, and then build a robust knowledge base for that subject matter.

Point 7: Don't get hung up on limitations
Certain types of knowledge are very well suited to quickly harvesting into a knowledge base.

Point 8: Set expectations or risk extinction
A big pitfall is the failure of knowledge management proponents in helping executive management set appropriate expectations.

Point 9: Integrate KM into existing systems
Typically, organisations that are implementing knowledge management already have and established data, center, so they are not only building knowledge use.

Point 10: Educate your self-service users.
You've created your KM plan, determined the critical knowledge to include, initiated a plan to garner cultural acceptance, trained your agents and pinpointed key sources of knowledge.

Point 11: Become a knowledge-enabled organisation
We think it is inevitable that knowledge management will have a high adoption rate in the next few years.
The bottom line can be summarized with a quote from Gartner inc – "Those enterprise that include KM processes as part of their customer relationship management initiatives have a higher probability of success than those that don't."

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