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| **SESSION** | **FEB-MARCH 2025** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **II** |
| **COURSE CODE & NAME** | **DMBA210 MANAGEMENT INFORMATION SYSTEM** |
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**Assignment Set – 1**

**Q1. Discuss the history of Computing.**

**Ans 1.**

**Introduction to Computing History**

The history of computing is a fascinating journey from simple manual tools to today’s advanced digital systems. Computing has evolved through various phases, starting from primitive counting aids to the complex and intelligent machines we use today. This evolution reflects humanity’s constant desire to improve accuracy, speed, and efficiency in processing data and solving problems.

**Mechanical Era (Before 1900s)**

The earliest forms of computing devices were mechanical tools used for calculations. The

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**Q2. What is IT interaction model? Explain.**

**Ans 2.**

**Introduction to IT Interaction Model**

The Information Technology (IT) Interaction Model illustrates how various components of a computing system interact to support business processes, decision-making, and data management. It acts as a conceptual framework to understand how users, technology, and systems communicate and function together to create value within an organization.

**Definition of IT Interaction Model**

An IT interaction model explains the relationship between hardware, software, data, procedures, and people involved in the information system. It shows how these components

**Q3. How are management information systems different from transaction processing systems?**

**Ans 3.**

**Introduction**

In any organization, information systems are essential for handling data and supporting decision-making. Among these, Management Information Systems (MIS) and Transaction Processing Systems (TPS) serve distinct yet complementary functions. While both are crucial for organizational efficiency, their purposes, functionalities, and user base are significantly different.

**Definition of Transaction Processing System (TPS)**

A Transaction Processing System is designed to collect, store, modify, and retrieve the data of

**Assignment Set – 2**

**Q4. What are the different ways of making online payments? Explain**

**Ans 4.**

**Introduction**

With the rise of e-commerce and digital services, online payments have become a cornerstone of modern transactions. They offer speed, convenience, and security, enabling individuals and businesses to make financial transactions without physical contact. There are multiple methods to make online payments, each catering to different user needs and technologies.

**1. Credit and Debit Cards**

One of the most commonly used online payment methods is through credit and debit cards.

**Q5. What facilities could an organisation have from a ‘Customer Relationship Management System’?**

**Ans 5.**

**Introduction to CRM Systems**

Customer Relationship Management (CRM) systems have become a vital part of modern businesses. These software solutions are designed to manage a company’s interactions with current and potential customers. CRM systems use data analytics and automation to help companies improve customer service, increase sales, and retain loyal customers.

**Customer Data Centralization**

One of the primary benefits of a CRM system is centralized customer data storage. All interactions, past purchases, preferences, feedback, and support history are stored in a single

**Q6. Why is vendor management important? What are the key issues to consider when managing vendors carefully? 3+7**

**Ans 6.**

**Vendor Management**

Vendor management refers to the process of overseeing and coordinating relationships with third-party suppliers who provide goods or services to an organization. Effective vendor management ensures quality, cost-efficiency, timely delivery, and compliance with contractual terms. It is a crucial aspect of operations and supply chain success.

**Importance of Vendor Management**

**Ensuring Consistent Quality and Reliability**

Vendors are responsible for supplying key inputs or services that directly affect product quality. Effective management ensures that vendors maintain agreed-upon quality standards, reducing