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UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF SCIENCE IN SUPPLY CHAIN MANAGEMENT

CIA 5166: INFORMATION MANAGEMENT SYSTEMS FOR SUPPLY CHAIN MANAGEMENT

DATE: APRIL 2024

TIME: 3 HOURS

INSTRUCTIONS: Answer Question ONE and any other TWO questions.

QUESTION ONE (24 MARKS)

The Hotel Heritage is centrally located in the city of Calicut. The Hotel has seven departments such as front office, restaurant, banquet, stores, housekeeping, accounts and room service. The Hotel has 49 centrally air-conditioned deluxe rooms and 42 well-furnished non-air-conditioned rooms. For holding meetings and conferences, the Hotel has two conference halls with a capacity of 100 and 300 people and a boardroom. It also has a multi-cuisine restaurant, catering coffee shop and 24-hour room service. Heritage started building its information technology infrastructure with an initial investment of Rs. 5 lakhs. The Hotel is planning to spend more on IT infrastructure and to set up a website. Most of the routine transactions with customers have been computerised, and more applications are being developed to computerise all of its transaction processing activities. Apart from transaction processing, they fail in providing online services to the customers. Besides software problems, poor security of the data and low reliability of the network are problems vexing the management.



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

Required

- i. Explain any two types of information systems that the organization could adopt (4 Marks)
- ii. Explain any five operating elements of information systems that the hotel would require
(10 Marks)
- iii. Explain any five primary functions that information systems would be used for in the hotel
(5 Marks)
- iv. Explain any advantage that the hotel would realize by adopting a web based information system
(5 Marks)

QUESTION TWO (12 MARKS)

- a) Describe the e- procurement system and its advantage over the manual system. Are there any disadvantages to the electronic system? (6 Marks)
- b) Describe the role of Information Technology in Supply chain management (6 Marks)

QUESTION THREE (12 MARKS)

- a) Discuss the Principles for Designing and Evaluating Supply chain information systems Applications (6 Marks)
- b) Mention the fronts on which e-business in SCM impacts cost (6 Marks)

QUESTION FOUR (12 MARKS)

- a) Explain the advantages of an integrated supply chain for the manufacturers. (6 Marks)
- b) Describe the considerations to be kept in mind for designing the framework for IT integrated SCM (6 Marks)

QUESTION FIVE (12 MARKS)

- a) Describe the various components of a decision support system. (6 Marks)
- b) How does information technology support effective supply chain decision making (6 Marks)





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