

01343

**MASTER OF ARTS  
TOURISM MANAGEMENT (MTM)/MASTER  
OF TOURISM AND TRAVEL MANAGEMENT  
(MTTM)**

**Term-End Examination**

**December, 2016**

**MTM-004/MTTM-004 : INFORMATION  
MANAGEMENT SYSTEMS AND TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** *Attempt any five questions. Each question carries equal marks.*

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1. Discuss the role of information and knowledge in the socio-economic developments in the world. **20**
2. What are the characteristics of information ? Enumerate the various forms in which information may appear. **8+12=20**
3. What is meant by system software ? Explain the various system software used in computers. **5+15=20**
4. Define MIS. Discuss the role of top management in MIS activities in an organisation and the need for a corporate MIS plan. **5+15=20**
5. What is a network topology ? Explain different network topologies. **5+15=20**
6. Explain the various stages in the System Life Cycle of a Computer Based Information System (CBIS). **20**

7. Mention the legal aspects involved in the purchase and sale of computers. 20
8. Write short notes on **any two** of the following :  
(a) Hacking and its prevention 10+10=20  
(b) OSI Reference Model  
(c) Information and Reservation System (IRS)
9. Discuss the use of computers in tour services by tour operators and travel companies. 20
10. Analyse the beneficial and harmful impacts of computers on organisations especially in tourism sector. 20
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