**Information Systems for Managers**

# September 2022 Examination

**Q1. You are the owner of a 5 star Hospitality brand in India having 100 hotels spread across the country. Your customer base is exploding on a Year on Year basis. Suggest an innovative software package solution to help manage this customer base including Customer Satisfaction & Customer Retention strategies. Also, detail out the features & benefits of this software package solution. (10 Marks)**

# Answer 1

## Introduction

The hospitality industry is the fastest-growing company in the world, providing lodging, food and beverages, entertainment, journey and tourism, and many more centers to meet customers and purchase faith and perception in the hospitality industry. The industry is compromising generation and modern thoughts to expand its foreign business places by providing online booking facilities and many more facilities to draw customers and make their holidays memorable and leave a long-lasting impression and relationship. The Hospitality industry Its sample only

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**Q2. You are the owner of a start up company in Bengaluru & have a total of 5 employees. Your budget is quite limited in nature & hence you would not like to invest a lot in IT hardware Infrastructure that includes servers. Suggest an alternative solution to substitute IT hardware solution where your expenses can be minimized. Enlist 5 features & 5 benefits of this solution. (10 Marks)**

# Answer 2

## Introduction-

Information technology is one of the fastest-growing companies that has modified the business situation and taken a revolutionary change in today's business global. The object presents us with opportunity solutions to alternative IT hardware. It presents in-intensity facts and an evaluation of the IT groups. Information technology changes conversations with the consumer maintain touch with the providers and bring performance to the organization. The startup corporation's

**Q3. The city of Dahod is in Gujarat and has been proposed to become a ‘Smart city’. You have been invited as an external IT consultant by Government of India with a mandate to convert Dahod into a “Smart City”**

**a. Which “Smart” city in the world will you choose as a benchmark to emulate some of the best practices of that city into Dahod? Provide atleast 3 reasons with brief descriptions behind your choice of choosing that particular city as a benchmark? (5 Marks)**

# Answer 3 (A)

## Introduction-

Dahod is one of the cities in Gujarat, India, one of the hundred Indian cities to be developed as a clever city mission. The city is located within the Dahod district on the bank of rive Dudhmatiti. It is 200 km away from Ahmedabad. Dahod way two barriers as its shares its barriers with

**b. Suggest & describe atleast 2 innovative technology enabled services that you will introduce into Dahod so that it can be called as a “Smart city”? (5 Marks)**

**Answer 3 (B)**

**Introduction-**

Dahod city is growing extensively, and the technology has helped to develop rapidly and become one of the world's most progressive cities. The technologies are revolutionizing the urban cities and reworking them into smart cities with most facilities and a higher-high-quality of existence. I can