(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1448   **Roll No.** ☐☐☐☐☐☐☐☐☐☐

M.C.A.

(SEM. IV) THEORY EXAMINATION 2010-11

MANAGEMENT INFORMATION SYSTEM

Time : 3 Hours   *Total Marks : 100*

Note : (1) Attempt **all** the questions.

        (2) Each question carries equal marks.

1. Attempt any **two** parts of the following :   **(2×10=20)**

    (a) What do you mean by Information System ? Discuss the various resources which are consisted by an information system.

    (b) (i) What is meant by the word "system" ? Discuss the characteristics of a system with suitable examples.

        (ii) What is knowledge management system ? Discuss in brief.

    (c) Explain the following :

        (i) Value Chain concept

        (ii) Business Processes Re-engineering (BPR)

2. Attempt any **two** parts of the following :   **(10×2=20)**

    (a) Define Management Information System. And also discuss various activities performed by MIS in an organisation.

(b) (i) What is the role of Database in the MIS ? Discuss in brief.

(ii) Distinguish between the MIS and DSS.

(c) Describe the MIS structure based on the organizational functions.

3. Attempt any **two** parts of the following : (10×2=20)

(a) What is planning ? Explain the planning concept and also discuss the characteristics of a good planning process.

(b) (i) Discuss the role of planning in modern business organisation.

(ii) Discuss the steps involved in planning process.

(c) Describe the concept of managerial control. What are the benefits of an effective managerial control system ?

4. Attempt any **two** parts of the following: (10×2=20)

(a) Discuss the concept of decision making process and give the brief description of different stages of the decision-making process.

(b) How does the use of internet technologies by companies today support their business processes and activities? Discuss.

(c) Explain the following in brief:

(i) E-Commerce

(ii) Online Analytical Processing (OLAP)

5. Attempt any **two** parts of the following : **(2×10=20)**

   (a) What is a Customer Relationship Management (CRM) ? Discuss the conceptual model of a typical CRM system.

   (b) Define ERP. Discuss the concept and challenges of ERP.

   (c) How do you understand the Cyber Crimes ? How can the be prevented ? Discuss.