

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

PAPER ID : 1448

Roll No.

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MCA
(SEMESTER-IV) THEORY EXAMINATION, 2012-13
MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours]

[Total Marks : 100

Note : Attempt all Sections as directed.

SECTION – A

1. Write short answers for the following. Each answer should not exceed 50-75 word. 10 × 2 = 20
- (a) What is difference between Information Technology and Information Systems ?
 - (b) Define Business process and give the probable business process at a hospital.
 - (c) What are Executive Support Systems ?
 - (d) What are the typical areas of information system supporting business functions of manufacturing and production systems ?
 - (e) What is difference between strategic planning and tactical planning ?
 - (f) What are the steps in 'Controlling' MIS ?
 - (g) What do you mean by ubiquity as related to e-commerce ?
 - (h) What are the components of Decision Support Systems ?
 - (i) What are the challenges and obstacles to global business systems ?
 - (j) What is intellectual property ?



SECTION – B

2. Answer any **three** parts.

3 × 10 = 30

- (a) How do you define the operational excellence of information systems ? How can information systems help achieve it ?
- (b) Give the factors that prevent a firm in fully realizing the benefits of a New Information system. Give example of each.
- (c) Describe how e-commerce affects careers in the four major business functions.
- (d) List and describe the five moral dimensions that are involved in political, social and ethical issues. Which do you think will be the most difficult for society to deal with ?
- (e) Identify five benefits of Customer Relationship Management Systems.

SECTION – C

Note : Attempt **all** questions.

5 × 10 = 50

3. Identify and briefly describe three major enterprise applications.

1 × 10 = 10

OR

What are supply chain models and which are better ? What are the various categories of supply chain software and their capabilities used with these models ?

4. Identify and discuss the major types of systems in a business from a constituency perspective. What is the relationship between these systems ?

1 × 10 = 10

OR

In your opinion, what are at least three factors that contribute to the difficulty of integrating systems for different organizational levels and functions within an organization ? Support your answer.

5. Discuss the issue of security challenges on the Internet. List at least 10 Internet security challenges. 1 × 10 = 10

OR

How can a firm's security policies contribute and relate to the six main business objectives? Give examples.

6. You have been hired as a consultant for an established bicycle parts manufacturer to assist senior management in planning a new ESS. What factors will you advise management to take into consideration? 1 × 10 = 10

OR

How do you perform Strategic System Analysis?

7. What is the purpose of Systems analysis? What does the systems analyst do to achieve these goals? 1 × 10 = 10

OR

List the identifying features of each of the five systems development approaches.
