

Roll No.

Total No. of Questions : 13]

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J-3787[UP-7041]

[2037]

MCA (Semester - 2nd)

MANAGEMENT INFORMATION SYSTEM (MCA - 201)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

(15 × 2 = 30)

Q1)

- a) What is a customer relationship management system?
- b) What is a computer based information system?
- c) What is a formal system?
- d) What is e-commerce?
- e) How an information system change the management process?
- f) Why are strategic information systems difficult to build?
- g) What are intuitive decision makers?
- h) What is difference between intranet and extranet?
- i) What do you mean by B2B electronic commerce?
- j) What are structured decisions?
- k) What is an ethical analysis?
- l) What do you mean by web personalization?

P.T.O.

- m) What do you mean by electronic data interchange?
- n) What functions are performed by middle managers?
- o) What is knowledge management?

Section - B

(9 × 5 = 45)

- Q2)** What is an information system? What are the key management challenges involved in building, operating and maintaining information system today?
- Q3)** What are the characteristics of MIS? How MIS differs from DSS?
- Q4)** What is supply chain management? How do information systems facilitate supply chain management?
- Q5)** Discuss the role of information in decision making.
- Q6)** Identify and describe the four levels of hierarchy. What type of information systems serve each level?
- Q7)** Discuss Simon's model for decision making.
- Q8)** Differentiate between structured and unstructured decisions with the help of suitable examples.
- Q9)** Discuss the various components and framework for understanding MIS.
- Q10)** What is the impact of internet on organizations and the process of management?
- Q11)** List and briefly describe the information systems that support knowledge management and the kind of information technology infrastructure it requires.
- Q12)** Discuss the various pitfalls in MIS development.
- Q13)** What are three basic components of a DSS? Briefly describe each.

