RES – 01

B.C.A. (Revised) (Semester – VI) Examination, April 2014
MANAGEMENT INFORMATION SYSTEMS

Duration : 2 Hours   Max. Marks : 50

Instructions : *1)* **All** *questions are* **compulsory***.*
                       2) Figures to the **right** *indicate* **full** *marks.*
                       3) Draw diagrams **wherever** *necessary.*

1. A) Fill in the blanks :   **(1×5=5)**

    a) _____ level develops the strategy for deciding the objectives of
       the organization and planning resources.

    b) The elements of a system may be understood as : Input, _____,
       Output.

    c) _____ decisions leads to events which are a result of grand
       strategies and grand movements.

    d) Pareto rule states that in all situations, _____ of causes deter-
       mine _____ of problems.

    e) _____ works in background to carry out specific, repetitive,
       and predictable tasks for user, process, or software application.

   B) State whether the following statements is **true** or **false** :   **(1×5=5)**
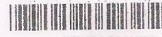
    a) Embedded knowledge is found in rules, organizational culture, codes of
       conduct, ethics, products.

    b) Groupware can co-ordinate work group tasks as well as meetings.

    c) Expert systems are not used when the task is hazardous.

    d) CRM are a set of processes that plans for and controls the efficient and
       effective transportation and storage of supplies from suppliers to
       customers.

    e) SCM systems focus specifically on suppliers.

2. Answer the following :

   A) Which people are involved and what functions do they perform in the
      Management Control ?   2

   B) Explain any three characteristics of a Management Information System.   3

C) Explain the Knowledge Management Value Chain. 5

<div align="center">OR</div>

D) Write a short note on Enterprise-wide knowledge management systems. 5

3. Answer the following :

A) List the various sources of Strategic Information. 2

B) Discuss how Grid analysis aids in decision making process. 3

C) Write in brief the Intelligent Agents as an intelligent technique. Explain with an example. 5

<div align="center">OR</div>

D) Write a short note on case based reasoning. 5

4. Answer the following :

A) Explain the attribute 'Completeness' of Information. 2

B) Write a short note on Customer Relationship Management. 3

C) Explain the need of ERP in an organization. 5

<div align="center">OR</div>

D) Describe the various risks of ERP systems. 5

5. Answer the following :

A) Illustrate the architecture of an ESS. 2

B) Explain one application in brief where an expert system can be used. 3

C) Write a short note on 'Electronic Mail' and 'Video Conferencing'. 5

<div align="center">OR</div>

D) Write a short note on Office Automation Systems. 5

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