

**Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA-GOA
B.C.A (SEMESTER-VI) EXAMINATION, AUGUST 2020
MANAGEMENT INFORMATION SYSTEM**

Duration: 2 Hours

Marks: 30

Instructions: 1) *Figures to the right indicate full marks.*
2) *Draw diagrams wherever necessary.*

Q. 1. Write short note (**any FIVE**) on the following: **(5 x 2 =10)**

- a) Strategic Information
- b) Dikw Pyramid
- c) Knowledge Work System
- d) e-CRM
- e) Groupware
- f) Office Automation System
- g) Executive Support System
- h) Realistic Decisions

Q.2. Answer any **FOUR** questions from the following: **(4 x 5 =20)**

- a) Explain the Knowledge Management Value Chain with diagram.
- b) Write a short note on Neural Networks as an intelligent Technique.
- c) Discuss how Grid Analysis is used in Decision Making.
- d) With the help of diagram Explain Architecture of Expert System.
- e) Explain in detail Supply Chain Management Activities.
- f) With the help of Diagram explain SECI Model.

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