



B.C.A. (Semester – VI) Examination, April 2018
MANAGEMENT INFORMATION SYSTEMS

Duration : 2 Hours

Total Marks : 50

Instructions : 1) All questions are **compulsory**.
2) Figures to the **right** indicate **full** marks.

(5×2=10)

1. Define the following in 2-3 sentences :
 - i) Integrated feature of MIS.
 - ii) Explicitness w.r.t. information.
 - iii) Backward chaining.
 - iv) Groupware.
 - v) CRM software.

2. Answer the following :
 - A) Compare data and information. 2
 - B) Explain the functions of MIS with a diagram. 3
 - C) Define Pareto analysis. Explain in detail the steps involved in it. 5

3. Answer the following :
 - A) List and explain the examples of knowledge work systems. 2
 - B) Discuss Fuzzy logic with an example. 3
 - C) Explain knowledge management value chain with a diagram. 5

4. Answer the following :
 - A) Explain the limitations of using office automation system. 2
 - B) Discuss the architecture of expert systems with a diagram. 3
 - C) Explain briefly the features of ESS. 5

5. Answer the following :
 - A) Explain any two operational benefits of ERP. 2
 - B) Discuss the supply chain management software. 3
 - C) Explain the impact of SCM systems on strategic, tactical and operational level. 5