

**Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE
AND ECONOMICS, PONDA-GOA
B.C.A. (SEMESTER-VI) EXAMINATION (OLD COURSE),
JULY 2021
MANAGEMENT INFORMATION SYSTEMS**

Duration: 2 hours

Marks: 25

Q1) Answer **any five** questions from the following : (5*2=10)

1. Define MIS.
2. Differentiate between data and information.
3. Explain in brief any four attributes of information.
4. Draw a neat diagram of the SECI model.
5. Explain in brief the four-step process of CBR.
6. State any two advantages and two disadvantages of Executive Support Systems.
7. State the benefits of CRM systems.
8. Explain in brief any four functions of ERP systems.

Q 2) Answer **any three** questions from the following: (3*5=15)

1. Explain the role of MIS in an organization.
2. Explain in detail any one tool for decision making.
3. Explain in detail the knowledge management value chain.
4. Define Expert Systems and explain their key components.
5. Explain the components of SCM systems.

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