



B.C.A. (Revised) (Semester – VI) Examination, April 2015
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) Name the following : (5×1=5)

- i) The representation of facts and figures in the raw format.
- ii) The system that provides information to support managerial functions and provides decision making capabilities.
- iii) The type of decisions which help in envisioning things in an ideal form.
- iv) The tool which involves adding up the benefits of a course of action and then comparing these with the costs associated with it.
- v) The knowledge which is found in the minds of human stakeholders.

B) State whether the following statements is **True** or **False** : (5×1=5)

- i) Analogies is an intermediate step between pure imagination and logical thinking.
- ii) Image processing does not allow end users to capture, store and process and retrieve images of documents electronically.
- iii) Groupware can co-ordinate group work tasks as well as meetings.
- iv) e-CRM includes tools for marketing and sales.
- v) SCM systems focus specifically on customers.

2. Answer the following : 10

A) Draw a diagram to represent the various levels of the management hierarchy. 2

B) Describe any three basic functions of management in an organization. 3

C) Explain in brief the knowledge work systems. 5

OR

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

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3. Answer the following : 10
- A) List the various sources of strategic information. 2
 - B) What do you understand by Pareto analysis ? 3
 - C) Write a short note on Neural Networks as an intelligent technique. 5
- OR
- D) Write a short note on Fuzzy Logic as an intelligent technique. 5
4. Answer the following : 10
- A) What do you mean by 'Timeliness' of information ? 2
 - B) Explain the key features of CRM systems. 3
 - C) Explain the importance of ERP systems in today's business world. 5
- OR
- D) Discuss the futuristic approaches of enterprise systems. 5
5. Answer the following : 10
- A) What do you mean by executive support system ? 2
 - B) Discuss the 'word processing' application in office automation. 3
 - C) Explain the various components of an expert system. 5
- OR
- D) Write a short note on the importance of office automation systems. 5