



CCA – 01

B.C.A. (Semester – VI) Examination, April 2017
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)
- i) If a class average score is information, then the student test score is _____
 - ii) Daily planning, accidents and incidents are sources of _____ information.
 - iii) _____ is software that allows users to transform enterprise data into quickly accessible and executive-level reports.
 - iv) Each organization is made up of several levels : _____, Tactical and Operational levels.
 - v) _____ decisions help in envisioning things in an ideal form, or in simpler term aiming for perfection.
- B) State whether the following statements are **True** or **False** : (5×1=5)
- i) Tactical plans have a medium level of detail and will be very specific.
 - ii) CAD (Computer-Aided Design) system is a knowledge work system.
 - iii) MIS should merely provide past or historical information.
 - iv) Explicit knowledge includes cultural beliefs, values, attitudes, skills, capabilities and expertise.
 - v) Office Automation can disrupt traditional office work roles and work environments.
2. Answer the following :
- A) List the attributes of information. 2
 - B) Define MIS. Explain any 2 characteristics of MIS. 3
 - C). Explain in brief the types of knowledge management systems. 5

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3. Answer the following :
 - A) Explain any 2 functions of MIS. 2
 - B) List the steps while performing Pareto analysis in decision making. 3
 - C) Define e-CRM systems. Explain how CRM systems can help in marketing. 5

4. Answer the following :
 - A) What is Case-Based Reasoning ? 2
 - B) Explain any 3 features of ESS. 3
 - C) Write a short note on Expert Systems briefly describing its components and architecture. 5

5. Answer the following :
 - A) What are the advantages of Office Automation Systems ? 2
 - B) Explain the SECI model. 3
 - C) What are SCM systems ? Discuss the activities of SCM systems. 5