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**B.C.A Semester - V**  
**EXAMINATION APRIL-2023**  
**Information System**

[Time: 2 Hours]

[Max. Marks: 60]

- Instructions:** i) All questions are compulsory.  
 ii) Figures to the right indicate full marks.

- Q.1 A. Name the following:** (5x1=05)
- i. The decision making tool that works on "80/20" rule, that states for all situations, 20% of causes determine 80% of problems.
  - ii. A software that allows users to transform enterprise data into quickly accessible and executive-level reports.
  - iii. An enterprise-wide information system designed to coordinate all the resources, information and activities needed to complete business processes.
  - iv. The process that begins with customer order and ends with delivery of goods or services.
  - v. The system that records or process the data resulting from the business transactions.
- B. State whether the following statements are True or False:** (5x1=05)
- i. Magazines, newspapers and websites are sources of the primary data.
  - ii. Expert systems can be used when the domain or problem area is narrow.
  - iii. SCM systems focus specifically on customers.
  - iv. ERP systems focus on resource management within constraints to maximize the return on investment.
  - v. Data warehouse supports ad hoc types of reporting and query.
- Q.2**
- A. Describe any two characteristics of management information system. (02)
  - B. Define explicit knowledge. Illustrate the DIKW pyramid. (03)
  - C. Explain the types of knowledge management system. (05)
- Q.3**
- A. List any four components of management information system. (02)
  - B. Give three points of differences between operational information and strategic information. (03)
  - C. Explain CRM system in brief. (05)
- Q.4**
- A. What do you mean by data processing? (02)
  - B. List the steps involves while performing grid analysis in decision making. (03)
  - C. Define OLAP. State three advantages and one disadvantage of OLAP. (05)
- Q.5**
- A. State two disadvantages of expert system. (02)
  - B. Explain any three features of ESS. (03)
  - C. Define office automation system. Explain in brief the importance of office automation system. (05)

- Q.6**
- A.** What do you by data mining? (02)
  - B.** Discuss the impact of SCM on operational level. (03)
  - C.** Explain in brief the role of data warehouse in management information system. (05)