

Total No. of Printed Pages:02

B.C.A. (Semester-V)
EXAMINATION NOVEMBER 2022
Information Systems

[Duration : 2 Hours]

[Total Marks :60]

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.

- Q.1 A. Name the following: (5x1=05)
- i. The process of selecting a course of action from several alternatives to accomplish a desired objective.
 - ii. A system that employs human knowledge captured in a computer to solve problems that ordinarily require human expertise.
 - iii. An enterprise-wide information system designed to coordinate all the resources, information and activities needed to complete business processes.
 - iv. The system that capture, collect data from all over the organization and distribute customer information to various systems across the organization.
 - v. A powerful visualization online analytical process system that allows users to analyze database information from multiple database systems at one time.
- B. State whether the following statements are **True** or **False** : (5x1=05)
- i. The operational information type is used at the top level of management within an organization.
 - ii. Executive support system provides data for low level management.
 - iii. The move towards globalization for SCM is decreasing complexity in the supply chain.
 - iv. CRM systems focus specifically on suppliers.
 - v. Data mining is the process of extracting useful information from a data warehouse.
- Q.2 A. State any two functions of management in an organization. 02
- B. Explain the SECI model. 03
- C. Explain the knowledge management value chain. 05
- Q.3 A. Describe any two characteristics of management information system. 02
- B. Give three points of differences between data and information. 03
- C. Explain the activities of SCM system. 05
- Q.4 A. What do you mean by application processing? 02
- B. List the steps involved while performing Pareto analysis in decision making. 03
- C. Explain in brief the role of system engineering in information system processing. 05
- Q.5 A. State two advantages of executive support system. 02
- B. Discuss in brief any one application of office automation system. 03
- C. Explain the components of expert system with the help of a neat diagram. 05

- | | | |
|-----|---|----|
| Q.6 | A. List any four basic analytical operations of OLAP. | 02 |
| | B. Explain the risks that organizations would take when implementing ERP systems. | 03 |
| | C. Explain the architecture of data warehouse with the help of a neat diagram. | 05 |