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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