

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
TY BCA Semester-V Semester End Examination, November 2023  
Information Systems (CAC-118)

**Duration: 2 Hours****Max Marks: 60**

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

**Q1.A) State whether TRUE or FALSE** (5x1=05)

- a) Office Automation System reduces the time spent on input capture and creation
- b) Executive Support System (ESS) is a reporting tool (software) that allows you to turn your organization's data into useful summarized reports
- c) Expert systems don't use Artificial intelligence tools to generate knowledge out of the information
- d) MIS is an organized method of providing past, present and projection information relating to internal operations and external intelligence
- e) When the data is collected for the first time, it is referred to as the First Data.

**Q1.B) Define the purpose of the following in not more than 20 words.** (5x1=05)

- a) Sales force automation
- b) Data processing
- c) Domain knowledge
- d) Strategic planning
- e) Timeliness Attribute

**Q.2) Answer the following:**

- A) Explain the mechanism of online batch processing . (2)
- B) Describe 3 types of information. (3)
- C) Illustrate 5 Advantages of OAS. (5)

**Q3) Answer the following:**

- A) Differentiate any 2 points between structured and semi structured knowledge. (2)
- B) Explain Customer Relationship management and list the tools used. (3)

- C) Describe the two components of OLAP and list out 2 advantages and disadvantages. (5)

**Q4) Answer the following:**

- A) Explain 2 elements of a system. (2)
- B) Describe the working of data mining ,text mining and web mining. (3)
- C) Illustrate the various steps in pareto analysis for decision making (5)

**Q5) Answer the following.**

- A) Explain any two Features of Executive Support System. (2)
- B) Explain the 3 types of Decisions. (3)
- C) Explain activities of Supply Chain Management system with an example of each. (5)

**Q6) Answer the following.**

- A) Describe any 2 limitations of ERP. (2)
- B) Explain any 3 application areas of Expert system. (3)
- C) Illustrate with a diagram the Architecture of a data warehouse. (5)

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