



**JM – 01**

**B.C.A. (Repeat) (Semester – VI) Examination, October 2015**  
**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) Name the following : (5×1)
- i) The level develops the strategy for deciding the objectives of the organization and planning resources.
  - ii) The type of data drawn from meetings, conversations, documents, presentations etc. used for decision making.
  - iii) The decisions lead to events which are a result of grand strategies and grand movements.
  - iv) The rule states that in all situations, 20% of causes determine 80% of problems.
  - v) The knowledge found in rules, organizational culture, codes of conduct, ethics, products.
- B) State whether the following statements is **true** or **false**. (5×1)
- i) Knowledge is a non-deterministic process.
  - ii) Imaging is performed by a document management system.
  - iii) Expert systems are used when the tasks are dangerous.
  - iv) CRM are a set of processes that plans for and controls the efficient and effective transportation and storage of supplies from suppliers to customers.
  - v) Supply Chain Management systems focus specifically on suppliers.
2. Answer the following : 10
- A) List any two advantages of using MIS. 2
  - B) Write any three characteristics of a management information system. 3
  - C) What do you understand by knowledge management value chain ? 5

OR

- D) Explain any three characteristics of knowledge. Illustrate the Dikw pyramid. 5

P.T.O.





3. Answer the following : 10
    - A) List the various sources of operational information. 2
    - B) How does the grid analysis technique support in decision making process ? 3
    - C) What are intelligent agents ? Support your answer with examples. 5

OR

  - D) Write a short note on enterprise-wide knowledge management systems. 5
- 
4. Answer the following : 10
  - A) What do you mean by 'Accuracy' of information ? 2
  - B) Explain any three activities of the supply chain systems. 3
  - C) Explain the growing need to use ERP systems in various organizations. 5

OR

- D) Explain the risks that organizations would take when implementing ERP systems. 5
  
- 5. Answer the following : 10
  - A) List any two advantages of executive support systems. 2
  - B) Describe in brief any application of expert systems. 3
  - C) Write a short note on the importance of 'Electronic Mail'. 5

OR

- D) Explain the various components of an expert system. 5