



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 : (5x1)
- 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**. (5x1)
- 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

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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