B.C.A. (Semester – VI) Examination, April 2018
MANAGEMENT INFORMATION SYSTEMS

Duration : 2 Hours   Total Marks : 50

Instructions : 1) **All** questions are **compulsory**.
2) Figures to the **right** indicate **full** marks.

1. Define the following in **2-3** sentences :   **(5×2=10)**
   i) Integrated feature of MIS.
   ii) Explicitness w.r.t. information.
   iii) Backward chaining.
   iv) Groupware.
   v) CRM software.

2. Answer the following :
   A) Compare data and information.   **2**
   B) Explain the functions of MIS with a diagram.   **3**
   C) Define Pareto analysis. Explain in detail the steps involved in it. **5**

3. Answer the following :
   A) List and explain the examples of knowledge work systems.   **2**
   B) Discuss Fuzzy logic with an example.   **3**
   C) Explain knowledge management value chain with a diagram.   **5**

4. Answer the following :
   A) Explain the limitations of using office automation system.   **2**
   B) Discuss the architecture of expert systems with a diagram.   **3**
   C) Explain briefly the features of ESS.   **5**

5. Answer the following :
   A) Explain any two operational benefits of ERP.   **2**
   B) Discuss the supply chain management software.   **3**
   C) Explain the impact of SCM systems on strategic, tactical and operational
      level.   **5**

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