

## M.C.A.

**THEORY EXAMINATION (SEM-IV) 2016-17  
MANAGEMENT INFORMATION SYSTEM***Time : 3 Hours**Max. Marks : 100**Note : Be precise in your answer. In case of numerical problem assume data wherever not provided.***SECTION – A****1. Explain the following:****10 x 2 = 20**

- (a) E-Commerce
- (b) Decision Support System
- (c) Value Chain Concept
- (d) Business Process Re-engineering
- (e) Balanced MIS
- (f) Role of telecommunication in MIS
- (g) Transaction processing system
- (h) Organizational resistance to DBMS tools
- (i) Enterprise Application Architecture
- (j) Procurement management

**SECTION – B****2. Attempt any five parts of the following question:****5 x 10 = 50**

- (a) What is a Customer Relationship Management (CRM)? Discuss the conceptual model of a typical CRM system.
- (b) Define ERP? Discuss the concept and challenges of ERP.
- (c) How does the use of internet technologies by companies today support their business processes and activities? Discuss.
- (d) What is planning? Explain the planning concept and also discuss the characteristics of a good planning process.
- (e) Describe the concept of managerial control. What are the benefits of an effective managerial control system?
- (f) What do you mean by End-user development? How end-user development can be managed? Also explain the benefits and limitations of it.
- (g) Discuss the effectiveness and efficiency criteria of information system by suitable example.
- (h) Define global business systems. What are the challenges to global business systems?

**SECTION – C****Attempt any two parts of the following:****2 x 15 = 30**

3. Define Management Information System. And also discuss various activities performed by MIS in an organization.
4. Differentiate the following plans: Strategic, long-range, medium-range and short range
5. What is firewall? Differentiate between static and dynamic firewall. Explain the terms intranet, internet and extranet.