MCPE – 102: Management Information System

Objective: It aims to teach to help executives of an organization make decisions that advance the organization's strategy and to implement the organizational structure and dynamics of the enterprise for the **purpose** of managing the organization in a better way for a competitive advantage.

Unit – I

Foundations of information systems: - Decision Making Process – Simon's Model – Global business Environment and organizations – Introduction to IS in business – Solving problems with IS – Introduction to MIS.

Unit – II

Information Technology: A managerial overview - Computer Software – hardware – Database Management-normalization Process – Types of Data Model.

Unit – III

Business Application of information Technology: Internet – intranet and Extranets – Decision Support System – Transaction Processing System – EJS – Enterprise wide Information Systems.

Unit – IV

Building Information systems and Implementation – Tools and Techniques for Building System Analysis and Design – Methodologies – Implementation Techniques.

Unit – V

Management of Information system: functional Subsystems of MIS – marketing, finance, URD, Manufacturing – strategic Information Systems.

Reference Books

1. Obrien, J.A, "Management Information Systems", 4th Edition, TMFI, 1999.

2. Landon K.C, & Landon J.P., MIS – Macmillan – New York, 1998.

3. Davis G.D and Olson M.H, "Management Information System", 2nd edition, TMH,

- 170 -

Printed Pages : 1   **Roll No.** ☐☐☐☐☐☐☐☐☐☐☐   **NMCA411**

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.

(Following Paper ID and Roll No. to be filled in your Answer Books)

Paper ID : 214425   Roll No.

M.C.A.

Theory Examination (Semester-IV) 2015-16

MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours   *Max. Marks : 100*

Note: Attempt questions from all Sections as per directions.

Section-A

1. Attempt all parts of this section. Answer in brief.

$$(2\times10=20)$$

     (a) Define MIS. Explain the types of MIS.

     (b) What are the components of information systems?

     (c) What do you mean by structured methodologies?

     (d) Explain system development life cycle.

     (e) What is an accounting system?

(f)   What do you mean by the term "decision support"?

(g)   What are the objectives of coding techniques?

(h)   State the difference between verification and validation.

(i)   What are the advantages of control processes?

(j)   What do you mean by software specification.

Section-B

Q2. Attempt any five questions from this section.

(10×5=50)

(a)   What are the attributes of configuration Design?

(b)   Write a short note on Knowledge base expert system.

(c)   Can MIS be helpful in information organizations? Discuss.

(d)   The selection of Information Technology is strategic decision in MIS development. Explain.

(e)   What is supply chain? What entities does it compromise? What is supply chain management?

(2)

(f) Explain the methods used for designing structured programs.

(g) Using examples compare and contrast expert system and DSS.

(h) Explain merits and demerits of system audit.

Section-C

Attempt any two questions from this section. (15×2=30)

Q3. How can a DSS help make decisions? How do MIS and DSS differ?

Q4. Is it necessary to follow the system analysis and design methodologies while building the information system? Why not just build a system in random order? What would happen?

Q5. How the risk is assessed and managed in information system? Explain the various risk assessment methodologies and tools.

Printed Pages : 3

‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖
* 2 1 4 4 1 8 *

MCA411

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 214418

Roll No.

M.C.A.

(SEM. IV) THEORY EXAMINATION, 2014-15

MANAGEMENT INFORMATION SYSTEMS

Time : **3** Hours]　　　　　　　　　[Total Marks : **100**

Note: Attempt all questions.

1. Attempt any FOUR parts of the following :　　[5×4=20]
   (a) What is information and what is an information system?
   (b) Describe different components of an information management system.
   (c) Explain the working of an information system in an organization.
   (d) How does MIS different from knowledge based system?
   (e) Describe the role of database in information system.
   (f) How does the performance of MIS compute?

2. Attempt any TWO parts of the following:　　[10×2=20]
   (a) Differentiate between management information system and decision support system with an example.

(b) Write short notes on the following :

(i) Data processing

(ii) Information resource management

(c) What is management? Draw the structure of a management information system and explain its components.

3. Attempt any TWO parts of the following: [10×2=20]

(a) Describe the role of planning in an organization. Differentiate between the following plans: strategic, long term and short term plans.

(b) How a computer does supplement the planning process? Explain your answer with an example.

(c) Write short notes on the following :

(i) Master plan

(ii) Control process.

4. Attempt any TWO parts of the following :   [10×2=20]

(a) What is e-commerce? Describe the role of e-commerce in business application.

(b) Describe the role of information system in strategic design and planning.

(c) Write short notes on the following:

(i) E-commerce infrastructure and components

(ii) Enterprise solutions.

5. Write short notes on any FOUR of the   [5×4=20]
    following :
    (a) Enterprise resource planning
    (b) Supply chain management
    (c) Customer relationship management
    (d) Procurement management
    (e) Security and ethical challenges
    (f) Internet and IT technology.

    _____

Q5. Attempt any *two* parts of the following :　　(10x2=20)

(a) What is Procurement system? If you were appointed as a system manager, how would you design Procurement system for your manufacturing organization?

(b) What is supply chain management? Explain the supply chain management in an organization.

(c) Explain System Development Life Cycle (SDLC) in brief with suitable example.

—————

214425]　　　　　**4**　　　　　**[JJ5]**

Printed Pages : 4

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 214425

Roll No.

MCA
(SEM. IV) THEORY EXAM. 2014-15
MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours]　　　　　　　　　[Total Marks : 100

Note : Attempt the questions as indicated.

Q1. Attempt any *four* parts of the following :　　(5x4=20)

(a) What do you mean by information system? Discuss the various resources which are consisted by an information system.

(b) Define MIS in brief. Discuss various activities performed by MIS in an organization.

(c) What are system analysis and design? Describe their major functions.

214425]　　　　　**1**　　　　　**[Contd...**

(d) What do you mean by operating support system? Differentiate it with management support system.

(e) Define transaction processing system. Discuss it using an example.

(f) What are the concept of balanced MIS? What are its effectiveness and efficiency criteria?

Q2. Attempt any *four* parts of the following : (5x4=20)

(a) What are the areas of information system supporting business function of manufacturing system?

(b) Define global business systems. What are the challenges to global business systems?

(c) Briefly distinguish between the MIS and DSS.

(d) Describe the MIS structure based on the organizational functions.

(e) What is the role of computer in managment information system?

(f) Write short notes on the following :

(i) E-commerce

(ii) Online analytical processing (OLAP)

Q3. Attempt any *two* parts of the following : (10x2=20)

(a) Discuss in detail the various planning process with suitable example.

(b) What is ERP (Enterprise Resource Planning)? Discuss the architecture of ERP in detail.

(c) Explain in detail the different categories of E-commerce with suitable example.

Q4. Attempt any *two* parts of the following : (10x2=20)

(a) Discuss the issue of security challenges on the Internet. List at least 10 internet security challenges.

(b) Explain the concept of enterprise and global management in context of information technology.

(c) Explain in detail on ethical challenges in business information system.

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1448   Roll No.

MCA
(SEMESTER-IV) THEORY EXAMINATION, 2012-13
MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours]   *[Total Marks : 100*

Note :   Attempt **all** Sections as directed.

SECTION – A

1.   Write short answers for the following. Each answer should not exceed **50-75** word.   **10 × 2 = 20**

(a)   What is difference between Information Technology and Information Systems ?

(b)   Define Business process and give the probable business process at a hospital.

(c)   What are Executive Support Systems ?

(d)   What are the typical areas of information system supporting business functions of manufacturing and production systems ?

(e)   What is difference between strategic planning and tactical planning ?

(f)   What are the steps in 'Controlling' MIS ?

(g)   What do you mean by ubiquity as related to e-commerce ?

(h)   What are the components of Decision Support Systems ?

(i)   What are the challenges and obstacles to global business systems ?

(j)   What is intellectual property ?

SECTION – B

2. Answer any **three** parts. $3 \times 10 = 30$

(a) How do you define the operational excellence of information systems ? How can information systems help achieve it ?

(b) Give the factors that prevent a firm in fully realizing the benefits of a New Information system. Give example of each.

(c) Describe how e-commerce affects careers in the four major business functions.

(d) List and describe the five moral dimensions that are involved in political, social and ethical issues. Which do you think will be the most difficult for society to deal with ?

(e) Identify five benefits of Customer Relationship Management Systems.

SECTION – C

Note : Attempt **all** questions. $5 \times 10 = 50$

3. Identify and briefly describe three major enterprise applications. $1 \times 10 = 10$

OR

What are supply chain models and which are better ? What are the various categories of supply chain software and their capabilities used with these models ?

4. Identify and discuss the major types of systems in a business from a constituency perspective. What is the relationship between these systems ? $1 \times 10 = 10$

OR

In your opinion, what are at least three factors that contribute to the difficulty of integrating systems for different organizational levels and functions within an organization ? Support your answer.

5. Discuss the issue of security challenges on the Internet. List at least 10 Internet security challenges. $1 \times 10 = 10$

OR

How can a firm's security policies contribute and relate to the six main business objectives ? Give examples.

6. You have been hired as a consultant for an established bicycle parts manufacturer to assist senior management in planning a new ESS. What factors will you advise management to take into consideration ? $1 \times 10 = 10$

OR

How do you perform Strategic System Analysis ?

7. What is the purpose of Systems analysis ? What does the systems analyst do to achieve these goals ? $1 \times 10 = 10$

OR

List the identifying features of each of the five systems development approaches.

———————————

Printed Pages : 2   **MCA-411**

(Following Paper ID and Roll No. to be filled in your Answer Book)
PAPER ID : 1448   Roll No.

M.C.A.
(SEMESTER-IV) THEORY EXAMINATION, 2011-12
MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours]   *[Total Marks : 100*

Note :   Attempt **all** Sections as directed.

SECTION – A

1.   Attempt **all** parts of the following :   **10 × 2 = 20**

    (a)   What is an Information System ? Define it.

    (b)   Describe the fundamental role of Information System in business.

    (c)   Define MIS (Management Information System) in brief.

    (d)   Explain DSS (Decision Support System) in brief.

    (e)   What is organizational planning ? How it is done ?

    (f)   Describe some characteristics of control process in brief.

    (g)   Define E-Commerce, and also explain the real application of it in brief.

    (h)   Describe the classification of Information System with suitable sketch.

    (i)   Explain the basic dimensions in which Information System function can be managed.

    (j)   What is ERP (Enterprise Resource Planning) ? Discuss some merits of it.

SECTION – B

2.   Attempt any **three** parts.   **3 × 10 = 30**

    (a)   Why business need Information Technology ? Explain in terms of changing business environment and IT-based innovations in business.

    (b)   What do you mean by End-user development ? How end-user development can be managed ? Also explain the benefits and limitations of it.

(c) Describe the different organizational levels and also discuss the fundamental role of each level in the organization with suitable sketch.

(d) Explain the term Internet, Intranet and Extranet, taking one suitable example, with merit of each in business.

(e) Define CRM (Customer Relationship Management). Also discuss the different stages of CRM with key points to successful CRM implementation.

SECTION – C

Note : Attempt **all** questions.   5 × 10 = 50

3. Discuss the effectiveness and efficiency criteria of information system by suitable example.   1 × 10 = 10

OR

Explain SDLC (System development life cycle) in brief with suitable sketch.

4. Establish the relationship between MIS and DSS (Decision Support System) with suitable sketch.   1 × 10 = 10

OR

Explain the information resource management and also establish the relationship with MIS taking one suitable example.

5. How Information System may be applicable for business operations ? Explain in detail.   1 × 10 = 10

OR

Explain in detail the different categories of E-Commerce with suitable example.

6. Discuss in detail the various planning process with suitable sketch.   1 × 10 = 10

OR

Elaborate the computation support for organizational planning, with suitable diagram.

7. What is ERP (Enterprise Resource Planning) ? Discuss the architecture of ERP in detail.   1 × 10 = 10

OR

Describe Procurement Management in detail with suitable diagram.

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1448   **Roll No.** ☐☐☐☐☐☐☐☐☐

M.C.A.

(SEM. IV) THEORY EXAMINATION 2010-11

MANAGEMENT INFORMATION SYSTEM

Time : 3 Hours   *Total Marks : 100*

Note :   (1)   Attempt **all** the questions.

(2)   Each question carries equal marks.

1.   Attempt any **two** parts of the following :   **(2×10=20)**

(a)   What do you mean by Information System ? Discuss the various resources which are consisted by an information system.

(b)   (i)   What is meant by the word "system" ? Discuss the characteristics of a system with suitable examples.

(ii)   What is knowledge management system ? Discuss in brief.

(c)   Explain the following :

(i)   Value Chain concept

(ii)   Business Processes Re-engineering (BPR)

2.   Attempt any **two** parts of the following :   **(10×2=20)**

(a)   Define Management Information System. And also discuss various activities performed by MIS in an organisation.

(b) (i) What is the role of Database in the MIS ? Discuss in brief.

(ii) Distinguish between the MIS and DSS.

(c) Describe the MIS structure based on the organizational functions.

3. Attempt any **two** parts of the following : **(10×2=20)**

(a) What is planning ? Explain the planning concept and also discuss the characteristics of a good planning process.

(b) (i) Discuss the role of planning in modern business organisation.

(ii) Discuss the steps involved in planning process.

(c) Describe the concept of managerial control. What are the benefits of an effective managerial control system ?

4. Attempt any **two** parts of the following: **(10×2=20)**

(a) Discuss the concept of decision making process and give the brief description of different stages of the decision-making process.

(b) How does the use of internet technologies by companies today support their business processes and activities? Discuss.

(c) Explain the following in brief:

(i) E-Commerce

(ii) Online Analytical Processing (OLAP)

5. Attempt any **two** parts of the following : **(2×10=20)**

   (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 do you understand the Cyber Crimes ? How can the be prevented ? Discuss.

MCA
(SEM V) THEORY EXAMINATION 2018-19
INFORMATION STORAGE & MANAGEMENT
Time: 3 Hours   *Total Marks: 100*
Note: 1.   Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1.   **Attempt *all* questions in brief.**   **2 x10 = 20**

   a.   Differentiate between data and information.
   b.   What are FC ports?
   c.   What is soft zoning and hard zoning?
   d.   Explain Hot Spares.
   e.   How iSCSI session is established?
   f.   Identify the key security measures at the network layer.
   g.   What are the major factors that affect disk drive performance?
   h.   What is Parity?
   i.   State the storage security domains.
   j.   What are the mechanisms by which the physical components communicate across the bus?

SECTION B

2.   **Attempt any *three* of the following:**   **10 x 3 = 30**

   a.   Explain the key characteristics of data center and key activities involves in managing the data center.
   b.   Discuss the impact of random and sequential I/O in different RAID configurations.
   c.   il.
   d.   What is disaster recovery? Explain the importance of disaster recovery planning.
   e.   What do you understand by key management metrics? Explain.

SECTION C

3.   **Attempt any *one* part of the following:**   **10 x 1= 10**

   (a)   Explain the various components involved in accounting disk service time and disk I/O controller utilization.
   (b)   Explain how information is managed using Information Lifecycle. Briefly explain the characteristics and benefits of Information Lifecycle Management.

4.   **Attempt any *one*part of the following:**   **10 x 1 = 10**

   (a)   . Compare integrated and modular storage systems.
   (b)   Explain the architecture of intelligent storage system in detail.

5. **Attempt any *one* part of the following:**   **10 x 1 = 10**

  (a)   g
     NAS performance?

  (b)   What do you mean by Fibre Channel Ports? How Fibre channel ports are configured for specific applications? Discuss various Fibre Channel topologies in detail.

6. **Attempt any *one* part of the following:**   **10 x 1 = 10**

  (a)   (i)   Discuss the security concern in backup environment.
          (ii) Explain the benefits of using a virtual tape library over a physical tape library.

  (b)   Explain the following:
          (i)   Remote Business Continuity Techniques.
          (ii) Virtualization Technologies.

7. **Attempt any *one* part of the following:**   **10 x 1 = 10**

  (a)   What do you understand by Industry Management standards? Explain handling techniques.

  (b)   e
     difference between being reactive and proactive?

Printed Pages : 3   MCA – 401

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1472   Roll No. [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

M. C. A.

(SEM. IV) EXAMINATION, 2006-07

MANAGEMENT INFORMATION SYSTEM

Time : 3 Hours]   *[Total Marks : 100*

Note :   Attempt **all** *questions.*

1   Answer any **four** parts :   4×5=20

(a)   Why is a database generally a feature of an MIS? Explain.

(b)   Describe the various attributes of Information System.

(c)   Why do big companies still fail in their use of information technology? What should they be doing differently? Explain.

(d)   Describe the various components of an Information System.

(e)   Explain the term business process engineering.

(f)   How information technology can help a company to be an agile competitor with the help of customers and business partners.

2   Answer any **four** parts :   4×5=20

     (a)   Differentiate between MIS and electronic data processing (EOP).

     (b)   Why is the MIS developed as a federation of systems rather than as a single, total system?

     (c)   How a model base different from a database? Explain.

     (d)   Define Management. Give various management functions at the various management levels.

     (e)   Describe the various parameters on which an organization is structured.

     (f)   Describe decision support system.

3   Answer any **two** parts :   2×10=20

     (a)   Differentiate among the following plans: strategic, long-range, medium range and short range.

     (b)   Define master-plan document. What should be included in a master plan document? Explain with example.

     (c)   (i)   What are the various degrees of depth in validity checking?

           (ii)   Describe types of administrative control measures.

4   Answer any **two** parts :   2×10=20

     (a)   How traditional and web marketing communications differ in supporting each step of the buying process? Discuss in detail.

(b)   What are some of the limitations or dangers you see in the use of AI technologies such as expert systems, virtual reality and intelligent agents? Explain.

(c)   What is the difference between the parallel, plunge, phased and pilot forms of IS conversion? Explain with suitable example.

5   Answer any **two** parts :   2×10=20

(a)   Describe the various ethical responsibilities of business professionals.

(b)   Describe Enterprise application Architecture (EAA). Also describe supply chain management (SCM).

(c)   (i)   Computer virus and worms

       (ii)   Procurement management

_____

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1448   Roll No.

M.C.A.
(SEMESTER-IV) THEORY EXAMINATION, 2011-12
MANAGEMENT INFORMATION SYSTEMS

Time : 3 Hours]   *[Total Marks : 100*

Note :   Attempt **all** Sections as directed.

SECTION – A

1. Attempt **all** parts of the following :   10 × 2 = 20

   (a)   What is an Information System ? Define it.

   (b)   Describe the fundamental role of Information System in business.

   (c)   Define MIS (Management Information System) in brief.

   (d)   Explain DSS (Decision Support System) in brief.

   (e)   What is organizational planning ? How it is done ?

   (f)   Describe some characteristics of control process in brief.

   (g)   Define E-Commerce, and also explain the real application of it in brief.

   (h)   Describe the classification of Information System with suitable sketch.

   (i)   Explain the basic dimensions in which Information System function can be managed.

   (j)   What is ERP (Enterprise Resource Planning) ? Discuss some merits of it.

SECTION – B

2. Attempt any **three** parts.   3 × 10 = 30

   (a)   Why business need Information Technology ? Explain in terms of changing business environment and IT-based innovations in business.

   (b)   What do you mean by End-user development ? How end-user development can be managed ? Also explain the benefits and limitations of it.

(c) Describe the different organizational levels and also discuss the fundamental role of each level in the organization with suitable sketch.

(d) Explain the term Internet, Intranet and Extranet, taking one suitable example, with merit of each in business.

(e) Define CRM (Customer Relationship Management). Also discuss the different stages of CRM with key points to successful CRM implementation.

SECTION – C

Note : Attempt **all** questions. $5 \times 10 = 50$

3. Discuss the effectiveness and efficiency criteria of information system by suitable example. $1 \times 10 = 10$

OR

Explain SDLC (System development life cycle) in brief with suitable sketch.

4. Establish the relationship between MIS and DSS (Decision Support System) with suitable sketch. $1 \times 10 = 10$

OR

Explain the information resource management and also establish the relationship with MIS taking one suitable example.

5. How Information System may be applicable for business operations ? Explain in detail. $1 \times 10 = 10$

OR

Explain in detail the different categories of E-Commerce with suitable example.

6. Discuss in detail the various planning process with suitable sketch. $1 \times 10 = 10$

OR

Elaborate the computation support for organizational planning, with suitable diagram.

7. What is ERP (Enterprise Resource Planning) ? Discuss the architecture of ERP in detail. $1 \times 10 = 10$

OR

Describe Procurement Management in detail with suitable diagram.

_____