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| **2015 MIS**   1. **List the tasks of system analyst.** 2. **What is business process re-engineering?** 3. **Define agency cost theory.** 4. **Differentiate between virus and worm.** 5. **Define Information System.** 6. **What is computer forensics?** 7. **Define information asymmetry.** 8. **Define Electronic Data Interchange.** 9. **Why employee are said to be internal threats?** 10. **What is enterprise resource planning?** | **2016 MIS**   1. **Define management information system.** 2. **Why is copyright created?** 3. **Write one of the tasks performed in human resource unit of organization.** 4. **What is portfolio analysis?** 5. **List any two unique features of an organization.** 6. **What is role of a chief information office?** 7. **Define information asymmetry.** 8. **What is network economics?** 9. **What do you mean by accountability?** 10. **List any two electronic payment methods.** |
| **2017**   1. **Define an information system.** 2. **What do you mean by customer centered business?** 3. **Define OLAP.** 4. **Define distributed database.** 5. **Define sales force automation.** 6. **List three features of quality information.** 7. **Define goal-seeking analysis.** 8. **In which level of management TPS is used?** 9. **Define e-commerce.** 10. **What do you mean by bargaining power of customer?** | **2018**   1. **What are the major information system activities?** 2. **How information system helps to raise the barriers to entry?** 3. **Differentiate between data and information.** 4. **What are the major functions of DBMS?** 5. **Why knowledge management is important?** 6. **What is supply chain management?** 7. **What types of reporting are supported by MIS?** 8. **What is drill up operation?** 9. **What is extranet?** 10. **Why MIS fails?** |
| **2019**   1. **Define an information system.** 2. **How company can become Agile?** 3. **Write any one advantage of a virtual company.** 4. **Define knowledge management system. v** 5. **What do you mean by what-if analysis?** 6. **List OLAP activities.** 7. **List attributes of quality information.** 8. **Name different components of targeted marketing.** 9. **What do you mean by the threat of substitutes?** 10. **Define database interrogation.** | **2020 make up**   1. **Is information system and information technology same?** 2. **Why is customer Relation Management important for business?** 3. **List different people resources of IS.** 4. **Who uses TPS and DSS?** 5. **Define BPR.** 6. **What do you mean by cost leadership strategy?** 7. **Define OLAP.** 8. **What is sensitivity analysis?** 9. **Define data mining.** 10. **Differentiate between hypermedia database and external database.** |
| **2022**   1. **Differentiate between e-business and e-commerce.** 2. **List out different components of an information system.** 3. **List out the competitive forces for achieving competitive advantage.** 4. **What do you mean by business process reengineering?** 5. **Define virtual company.** 6. **Why data in data warehouse are non volatile and subject oriented?** 7. **List out any two characteristics of transaction processing system?** 8. **What do you mean by interactive marketing?** 9. **How sales automation helps to gain a strategic advantages in sales productivity and** 10. **marketing responsiveness.** 11. **Differentiate between unstructured, semi structured and structured decision making.** | |
| **2023**   1. **Define e-business.** 2. **List out the components of.IS.** 3. **What is the purpose of value chain model?** 4. **Define sale force automation.** 5. **What is the advantage of virtual company?** 6. **What are the uses of data mining?** 7. **List out any four characteristics of transaction process system (TPS).** 8. **Define goal-seeking analysis.** 9. **List out the types of information system on the basis of organization structure.** 10. **What do you mean by low cost leadership strategy?** | |

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| **Here are brief answers to the questions:**  **2015 MIS**  **1. Tasks of a System Analyst:**  **- Requirements gathering and analysis**  **- System design and specification**  **- System implementation and testing**  **- User training and support**  **- Documentation and maintenance**  **2. Business Process Re-engineering (BPR):**  **- A management strategy focusing on redesigning business processes to achieve significant improvements in performance, such as cost reduction and quality enhancement.**  **3. Agency Cost Theory:**  **- A concept in financial management that refers to the costs arising from conflicts of interest between the principal (owner) and the agent (manager) in a firm.**  **4. Virus vs. Worm:**  **- Virus: A malicious program that attaches itself to a legitimate file or program and spreads to other files or systems.**  **- Worm: A standalone malicious program that replicates itself to spread across networks without needing to attach to files.**  **5. Information System:**  **- A combination of hardware, software, data, people, and procedures that work together to produce information for decision-making.**  **6. Computer Forensics:**  **- The process of collecting, analyzing, and preserving digital evidence from computers and electronic devices to investigate and solve cybercrimes.**  **7. Information Asymmetry:**  **- A situation where one party has more or better information compared to another, often leading to imbalances in transactions or decisions.**  **8. Electronic Data Interchange (EDI):**  **- The electronic exchange of business documents between organizations in a standardized format.**  **9. Internal Threats:**  **- Employees are considered internal threats due to their access to sensitive information and systems, which can be misused intentionally or unintentionally.**  **10. Enterprise Resource Planning (ERP):**  **- Integrated software systems that manage and automate core business processes across various departments, such as finance, HR, and supply chain.**  **2016 MIS**  **11. Management Information System (MIS):**  **- A system that provides managers with tools to organize, evaluate, and manage departments efficiently.**  **12. Copyright Creation:**  **- To protect the intellectual property rights of creators by giving them exclusive rights to reproduce, distribute, and perform their works.**  **13. Human Resource Task:**  **- Recruiting and hiring employees, managing payroll, and administering benefits.**  **14. Portfolio Analysis:**  **- The process of evaluating and managing a collection of investments or projects to optimize performance and align with strategic goals.**  **15. Unique Features of an Organization:**  **- Organizational culture and structure**  **- Strategic objectives and goals**  **16. Role of a Chief Information Officer (CIO):**  **- Oversee and manage the organization's IT strategy, systems, and infrastructure to support business goals.**  **17. Information Asymmetry: (Same as 7 above)**  **18. Network Economics:**  **- The study of how the value of goods or services increases as the number of users in a network grows.**  **19. Accountability:**  **- The obligation of individuals or organizations to account for their activities and accept responsibility for them.**  **20. Electronic Payment Methods:**  **- Credit/debit cards**  **- Online payment systems (e.g., PayPal)**  **2017 MIS**  **21. Information System: (Same as 5 above)**  **22. Customer-Centered Business:**  **- A business approach focused on understanding and meeting the needs and preferences of customers to enhance satisfaction and loyalty.**  **23. OLAP (Online Analytical Processing):**  **- A category of software technology that enables analysts to perform complex queries and data analysis quickly.**  **24. Distributed Database:**  **- A database that is spread across multiple physical locations but appears as a single database to users.**  **25. Sales Force Automation (SFA):**  **- Technology designed to streamline and automate sales processes, such as tracking customer interactions and managing sales leads.**  **26. Features of Quality Information:**  **- Accuracy**  **- Timeliness**  **- Relevance**  **27. Goal-Seeking Analysis:**  **- A type of analysis used to determine the necessary inputs or conditions needed to achieve a desired outcome.**  **28. TPS Level:**  **- Transaction Processing Systems (TPS) are typically used at the operational level of management.**  **29. E-Commerce:**  **- The buying and selling of goods or services over the internet.**  **30. Bargaining Power of Customers:**  **- The ability of customers to influence prices and terms in their favor due to their negotiating power or alternatives.**  **2018 MIS**  **31. Major Information System Activities:**  **- Data collection**  **- Data processing**  **- Information distribution**  **- Decision support**  **32. Information Systems and Barriers to Entry:**  **- Information systems can create barriers to entry by increasing operational efficiency, creating competitive advantages, and enhancing customer loyalty.**  **33. Data vs. Information:**  **- Data: Raw, unprocessed facts and figures.**  **- Information: Processed and organized data that is meaningful and useful for decision-making.**  **34. Major Functions of DBMS (Database Management System):**  **- Data storage and retrieval**  **- Data security and integrity**  **- Data manipulation and querying**  **35. Knowledge Management Importance:**  **- Helps organizations capture, share, and utilize knowledge to improve decision-making, innovation, and efficiency.**  **36. Supply Chain Management (SCM):**  **- The management of the flow of goods, information, and finances from suppliers to customers to optimize overall supply chain performance.**  **37. MIS Reporting Types:**  **- Routine reports**  **- Ad-hoc reports**  **- Exception reports**  **38. Drill-Up Operation:**  **- An OLAP operation that summarizes data by aggregating it to a higher level of granularity.**  **39. Extranet:**  **- A private network that allows authorized external users to access certain parts of an organization’s information systems.**  **40. Why MIS Fails:**  **- Poor planning and implementation**  **- Lack of user involvement and training**  **- Inadequate system support**  **2019 MIS**  **41. Information System: (Same as 5 above)**  **42. Becoming Agile:**  **- Companies can become agile by adopting flexible methodologies, fostering a culture of continuous improvement, and quickly adapting to changes.**  **43. Advantage of a Virtual Company:**  **- Reduced overhead costs and increased flexibility in operations.**  **44. Knowledge Management System (KMS):**  **- A system designed to facilitate the collection, sharing, and management of organizational knowledge and information.**  **45. What-If Analysis:**  **- A technique used to evaluate the impact of different scenarios or variables on outcomes and decision-making.**  **46. OLAP Activities:**  **- Data querying**  **- Data drilling**  **- Data slicing and dicing**  **47. Attributes of Quality Information:**  **- Accuracy**  **- Timeliness**  **- Completeness**  **- Relevance**  **48. Components of Targeted Marketing:**  **- Market segmentation**  **- Customer profiling**  **- Personalized messaging**  **49. Threat of Substitutes:**  **- The risk that alternative products or services can replace or reduce demand for a company’s offerings.**  **50. Database Interrogation:**  **- The process of querying and extracting information from a database to generate reports or analyze data.**  **2020 Make-Up**  **51. Information System vs. Information Technology:**  **- Information System: A system that integrates technology, people, and processes to manage and analyze information.**  **- Information Technology: The hardware and software used to manage and process information.**  **52. Importance of CRM:**  **- Enhances customer relationships, improves customer service, and increases customer retention and satisfaction.**  **53. People Resources of IS:**  **- System analysts**  **- Database administrators**  **- IT managers**  **54. TPS and DSS Users:**  **- TPS (Transaction Processing System): Operational staff and managers.**  **- DSS (Decision Support System): Middle and senior management.**  **55. Business Process Reengineering (BPR): (Same as 2 above)**  **56. Cost Leadership Strategy:**  **- A strategy where a company aims to become the lowest-cost producer in its industry to gain a competitive advantage.**  **57. OLAP: (Same as 23 above)**  **58. Sensitivity Analysis:**  **- The study of how the variability in output of a model can be attributed to different sources of variability in the input.**  **59. Data Mining:**  **- The process of discovering patterns, correlations, and useful information from large datasets using statistical and computational techniques.**  **60. Hypermedia Database vs. External Database:**  **- Hypermedia Database: Stores interconnected multimedia content.**  **- External Database: A database that is accessed from outside the organization or system.**  **2022 MIS**  **61. E-Business vs. E-Commerce:**  **- E-Business: Broader concept encompassing all business processes conducted online, including e-commerce.**  **- E-Commerce: Specific aspect of e-business focused on online buying and selling of goods and services.**  **62. Components of an Information System: (Same as 5 above)**  **63. Competitive Forces for Achieving Competitive Advantage:**  **- Threat of new entrants**  **- Bargaining power of suppliers**  **- Bargaining power of customers**  **- Threat of substitutes**  **- Industry rivalry**  **64. Business Process Reengineering (BPR): (Same as 2 above)**  **65. Virtual Company:**  **- An organization that uses digital communication and virtual collaboration to operate without a physical office or centralized location.**  **66. Non-Volatile and Subject-Oriented Data in Data Warehouse:**  **- Non-volatile: Data is not frequently updated or deleted.**  **2022 MIS**  **66. Non-Volatile and Subject-Oriented Data in Data Warehouse:**  **- Non-Volatile: Data is not frequently changed or updated after being loaded into the data warehouse. This ensures consistency and stability for analysis.**  **- Subject-Oriented: Data is organized around key subjects (e.g., sales, customers) rather than being application-specific, facilitating comprehensive analysis and reporting on different aspects of the business.**  **67. Characteristics of Transaction Processing System (TPS):**  **- Real-Time Processing: Handles transactions instantly to ensure up-to-date information.**  **- High Volume: Manages large amounts of transactions and data efficiently.**  **68. Interactive Marketing:**  **- A marketing strategy that involves direct engagement with customers through various channels (e.g., social media, email) to create personalized and interactive experiences.**  **69. Sales Automation for Strategic Advantage:**  **- Sales Productivity: Automates repetitive tasks such as lead tracking and follow-ups, allowing sales teams to focus on high-value activities.**  **- Marketing Responsiveness: Provides real-time insights and analytics, enabling quicker adjustments to marketing strategies and improving customer engagement.**  **70. Marketing Responsiveness (continued):**  **- Data-Driven Decisions: Enables data-driven decisions by providing detailed analytics and performance metrics.**  **- Efficient Resource Allocation: Helps in allocating resources more effectively based on sales performance and market trends.**  **71. Decision-Making Types:**  **- Unstructured Decision-Making: Involves decisions with no predefined procedure or solution, often relying on intuition and judgment (e.g., strategic planning).**  **- Semi-Structured Decision-Making: Involves a mix of structured and unstructured elements, often guided by existing procedures but requiring some judgment (e.g., budget allocation).**  **- Structured Decision-Making: Involves decisions that follow a defined process with clear rules and procedures (e.g., payroll processing).**  **2023**  **72. E-Business:**  **- The conduct of business processes over the internet, encompassing a wide range of activities such as e-commerce, online transactions, and digital communications.**  **73. Components of an Information System:**  **- Hardware: Physical devices and equipment.**  **- Software: Applications and operating systems.**  **- Data: Information used by the system.**  **- People: Users and IT professionals.**  **- Procedures: Rules and guidelines for using the system.**  **74. Purpose of Value Chain Model:**  **- To analyze and optimize each stage of a company’s operations to create value and gain a competitive advantage by enhancing efficiency and effectiveness.**  **75. Sales Force Automation (SFA):**  **- A technology solution that automates sales tasks such as lead management, contact tracking, and sales reporting to improve sales efficiency and effectiveness.**  **76. Advantage of Virtual Company:**  **- Reduced Overhead Costs: Lower operational expenses due to the absence of physical office space and related costs.**  **77. Uses of Data Mining:**  **- Customer Insights: Identifying patterns and trends in customer behavior.**  **- Fraud Detection: Detecting unusual patterns that may indicate fraudulent activities.**  **- Market Analysis: Understanding market trends and consumer preferences.**  **- Risk Management: Assessing and mitigating risks based on data patterns.**  **78. Characteristics of Transaction Processing System (TPS):**  **- Accuracy: Ensures precise and reliable transaction data.**  **- Efficiency: Processes large volumes of transactions quickly and accurately.**  **- Consistency: Maintains data consistency across the system.**  **- Security: Protects transaction data from unauthorized access and alterations.**  **79. Goal-Seeking Analysis:**  **- A technique used to determine the required inputs or conditions needed to achieve a specific desired outcome.**  **80. Types of Information Systems Based on Organization Structure:**  **- Operational Systems: Support day-to-day operations (e.g., TPS).**  **- Management Systems: Aid in managing and controlling operations (e.g., MIS).**  **- Decision Support Systems: Assist in decision-making with data analysis (e.g., DSS).**  **- Executive Information Systems: Provide high-level summaries and insights for executives (e.g., EIS).**  **81. Low-Cost Leadership Strategy:**  **- A competitive strategy where a company aims to become the lowest-cost producer in its industry, thereby attracting price-sensitive customers and achieving a competitive edge.** |