Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚ **Total No. of Pages : 02**

Total No. of Questions : 07

BCA (2011 & Onwards)   (Sem.–5)
MANAGEMENT INFORMATION SYSTEM
Subject Code : BSBC-503
Paper ID : [B1156]

Time : 3 Hrs.   **Max. Marks : 60**

INSTRUCTION TO CANDIDATES :
1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains SIX questions carrying TEN marks each and a student has to attempt any FOUR questions.**

SECTION-A

1. **Write briefly :**

    a) Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment.

    b) What activities convert raw data to make information in information systems? What is their relationship to feedback?

    c) What are the organizational, management, and technology dimensions of information systems?

    d) What are the key management challenges involved in building, operating and maintaining information systems today?

    e) List and briefly describe the major types of system in organization.

    f) What are the characteristics of MIS? How do MIS differ from TPS and From DSS?

    g) Describe the relationship between TPS, MIS, and ESS.

    h) What are enterprise systems? How do they change the way an organization work?

    i) What are customer relationship management systems? How do they benefit business?

    j) What are the challenges posed by the existence of various types of information systems in the enterprise? How can these challenges be addressed?

SECTION-B

2. What is System? Discuss the various elements of a system.

3. What is formation system? Explain the role of information in taking decision.

4. Explain the following :

   a) Transaction Processing Systems (TPS)

   b) Decision-Support System (DSS)

5. Explain the Frame work of MIS in detail with example.

6. Differentiate the following :

   a) Structured *vs.* Unstructured Decisions

   b) Formal *vs.* Informal systems

7. Explain marketing, personnel, financial and production of MIS.