



Q.1) What do you mean by information? Explain role of knowledge based system.

→ i) Information is any form or entity that answers a question or resolves uncertainty. It is related to data & knowledge, which represents value attributed to parameters & understanding of real things or abstract concepts, respectively.

ii) Knowledge-based systems (KBSS) are type of artificial intelligence that use knowledge from human experts to solve problems and make decision.

KBSS can help people who need expertise, especially who need expertise, especially when they need to make quick decisions. They can also provide recommendations for various industries.

iii) They also use different reasoning strategies to deal with ambiguities in the knowledge base.

iv) KBSS can be used for a variety of purpose, including:

- Decision Support System
- knowledge management system
- knowledge based coding
- semantic network

Q.2) Explain use of Enterprise resources planning



→ ERP systems are a category of business software that can help businesses run efficiently & save time & money.

Here are some ways ERP systems can be used in industrial management:

- i) Streamline processes: ERP systems can automate data collection, which can boost efficiency & save money.
- ii) Improve supply chain management: ERP systems can provide real-time visibility into parts of the business, such as inventory.
- iii) Standardize manufacturing process: ERP systems can provide automation, quality control & consistency throughout the entire manufacturing process.
- iv) Track business resources: ERP systems can track business resources such as cash, raw material, and production capacity.
- v) Track business commitments: ERP systems can track the status of business commitment such as orders, purchase order.

p.3) State & explain component of ERP

- ① Accounting and financial management serving as a centralized platform for managing all financial activities, accounting and fin-



ancial management is generally considered to be the most important of an ERP System.

2. Human Resource (HR): or Human Capital management is essential to managing a business workforce. The HR Component of an ERP System offers tools that streamline HR tasks.

3) Customer Relationship Management (CRM)

The CRM component of an ERP system collects, organizes and analyzes customer & prospect information, such as contact details, sales history & service record.

4) Business Intelligence : BI component makes it easy for businesses to analyze large volume of raw data from various source within an ERP System.

5) Supply chain management: SCM encompasses all of the activities involved in turning raw material into finished product.

Q 4) Discuss Benefits of decision support system to the industry?

→ Decision support systems can help industries make better decision by analyzing large amounts of data and presenting option.

They can be used in many fields, including business management, medical diagnosis and engg.



Here are some benefits of DSS:

- Speed: DSS can help users make informed decision quickly.
- Accuracy: If the data fed into the system is accurate, the output data will also be accurate.
- Efficiency: DSS can help reduce error & make workflow more efficient.
- Automation: DSS can automate simple managerial decisions, allowing staff to focus on higher level tasks.
- Collaboration: many DSS tools have integrated communication systems that allow team member to collaborate when making decision.
- Cost-effectiveness: DSS can be more cost-effective than traditional methods of organizing & processing data.

Q.5) write a note on challenges of knowledge base System

→ Following are some potential challenges that come with these system:

- i) difficult to maintain: As some system might require continual updating and organizational policies, or procedures, might change & require updating over time.



- ii) potential anomalies: such as circular dependencies or repetitive rules might appear in some system
- iii) Require a large amount of accurate data: The system's quality is only as high as the quality of data put into it.
- iv) Require training for new users: To understand the system.
- v) some data could be considered abstract: making it difficult for a system to make decision

Q.6) Explain in Brief industry policy resolution

→ The industrial policy Resolution (IPR) is a policy statement that outlines the country's industrial development & growth. The first IPR was passed in 1948, and has been revised several times since. The IPR of 1948 established India as a mixed economy, and divided industries into four categories

Group 1: Basic and strategic industries like arms and ammunition, atomic energy

Group 2: Key industries like coal, iron and steel, shipbuilding & the manufacture of telegraph, telephone.

Group 3: 18 industries including automobiles, tractors and machine tools.

Group 4: All the remaining industry

Q.7) Discuss industry policy of India

→ India's industrial policy is a set of standard and measures that the government use to evaluate the manufacturing sector's progress. The policy's main objectives are to: maintain steady growth and productive, increase employment opportunities, use human resources optimally, match internal productivity standard & spearhead internal competitiveness. The first industrial policy was declared by the government of India on April 6, 1948, after independence. The 1991 industrial policy aimed to create a wave of industries with high productivity, foreign investment, and diversity in ownership. The policy delicensed almost all remaining industries, leaving less than 10% of 3-digit industries under licensing.

Q.8) enlist advantage & disadvantage of knowledge base system

→ Advantages: i) Improved customer satisfaction: self-service knowledge bases can help customer find ans to common question, which can lead to better customer experience & increased loyalty.



- ii) Reduced support tickets: knowledge bases can reduce the number of support tickets that need to be handled by support staff.
  - iii) Consistent support: knowledge bases are available 24/7, so customers can access information from any device when they need it.
  - iv) Improved collaboration.
  - v) Improved SEO.
- \* Disadvantages:
- i) Memorization.
  - ii) Tedious.
  - iii) Inadequate preparation.

Q. 9) What do you mean by AMIS & its type  
→ A management information system (MIS) is an information system used for decision making, and for the coordination, control, analysis, and visualization of information in an organization.

Types:-

- i) process control
- ii) management reporting system.
- iii) inventory control.
- iv) decision support system
- v) Expert System



6) Executive Information System

7) Transaction System.

Q.10) Discuss challenges of management info system

- i) Data integrity: Ensuring data integrity and controlling changes to the system
- ii) Data privacy: protecting data privacy
- iii) Data management: Managing data & meeting legal requirement.
- iv) System security: protecting system from hackers and enhancing security needs
- v) Information overload: Dealing with Information overload
- vi) Integration: Integrating with legacy applications