

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA - SEMESTER-VI • EXAMINATION – SUMMER • 2014

Subject Code: 640004

Date: 31-05-2014

Subject Name: Management Information Systems (MIS)

Time: 10:30 am - 01:00 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1 (a) What are the differences between Data and Information? State and explain in brief different types of information. Give two examples of each type of Information required by a small retail grocery store owner. **07**

(b) Write a brief note on: Impact of IT on organizations and society. **07**

Q.2 (a) How information effects manager's decisions. What are the different methods to help manager to decide among Decision alternatives to achieve goal. Explain any two of methods with examples. **07**

(b) Why are organizations divided into departments and sections? List some functions which are common among all organizations for better information processing. **07**

OR

(b) Explain the parameters that affect quality of Information? Explain the methods to avoid misuse of information. **07**

Q.3 (a) Explain Knowledge Management and Business Intelligence with examples **07**
(b) Explain different methods used for handling System Complexity. Also, write how clusters can be formed in Material Management System. **07**

OR

Q.3 (a) Write short note on Development and implementation of MIS. **07**
(b) What is entropy? What are the critical factors contributing to success and failures of MIS? **07**

Q.4 (a) Define DSS. Write a brief note on Types of DSS. **07**
(b) Describe Service Process Cycle. Design customer service framework for Hospitality in airlines. **07**

OR

Q.4 (a) Explain service quality model? Explain Service Management System. What are the distinct services that can be created in Hospital Reception Center? **07**
(b) Explain input transaction, applications, queries decision analysis control types of reports, decision analysis and action update in Production applications of MIS with example. **07**

- Q.5** **(a)** Define system vulnerability. List the reasons of Information System Vulnerability? Explain computer crimes. **07**
- (b)** Explain following: **07**
- (i) MIS Audit
 - (ii) Business Continuity Planning

OR

- Q.5** **(a)** Write a brief note on Technologies and tools for protecting information resources **07**
- (b)** Explain following: **07**
- (A) Spyware and Key-loggers
 - (B) Firewall and Biometric Authentication
