

Seat No.: _____

Enrolment

No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA - SEMESTER-IV • EXAMINATION – WINTER • 2015

Subject Code: 640004

Date: 04/12/2015

Subject Name: Management Information Systems (MIS)

Time: 10.30 a.m. to 01.00 p.m.

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) Define Management Information system (MIS). What are benefits of MIS? **07**
Explain what different types of information at all levels of MIS are required and useful for Human Resource Management.

(b) Explain the following terms: **07**

- (i) Copyrights and Patents
- (ii) Impact of IT on the workplace

Q.2 (a) What is analytical modeling? Explain Goal achieving analysis and goal seeking analytical modeling with examples. **07**

(b) What are the attributes of Information? Describe methods to avoid misuse of information. **07**

OR

(b) Write a brief note on: Methods of conflict resolution and methods of dealing with uncertainty for enhancing organizational decision making. **07**

Q.3 (a) Explain Decision Support System (DSS) and Application Processing System (APS) with its applications. **07**

(b) Justify: “Input data / information affects decisions of a manager”. Also, Write a brief note on Data and Information Collection. **07**

OR

Q.3 (a) Write brief note on : Types of Decision Support System **07**

(b) How MIS plan is linked to Business Plan? What are the differences between MIS plan and Business Plan? Describe model of MIS plan. **07**

Q.4 (a) What are the two types of models for developing MIS? Explain any one in detail. **07**

(b) Explain input transaction, applications, queries decision analysis control types of reports, decision analysis and action update in MIS of Production Management. . **07**

OR

Q.4 (a) Explain Service Process Cycle and Analysis. What are the factors influencing customer service design. Explain the application of MIS in Insurance sector with references to front end and back end applications. **07**

Q.4 (b) Explain Knowledge Based Expert system. Explain any two ways to represent knowledge. **07**

Q.5 (a) Write a short note on disaster recovery planning and business continuity planning. **07**

(b) Explain following: **07**
(i) Computer Forensics
(ii) Computer Crime & Cyberterrorism

OR

Q.5 (a) Explain following: **07**
(i) Viruses , Worms and Trojan horses
(ii) Firewall and encryption

(b) What do mean by Information security? Why information has to be more secure in E-business applications. What are the probable measures to be taken for same? **07**
