

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA – SEMESTER – IV • EXAMINATION – SUMMER - 2017

Subject Code: 2640004

Date: 06/06/2017

Subject Name: Management Information System

Time: 10.30 AM TO 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) Do as directed:

1. Be honest and trustworthy is a : **01**
 - i. Individual rights
 - ii. General model
 - iii. Professional responsibility
 - iv. Organization imperatives
2. E-Commerce model can be view as : **01**
 - i. B2B
 - ii. B2C
 - iii. C2B
 - iv. C2C
 - v. All of above
3. Overtime Vs. Work Completed reports is a type of : **01**
 - i. Operational Update
 - ii. Information Update
 - iii. Knowledge Update
 - iv. Action Update
4. Sensitivity analysis is a tool for : **01**
 - i. Planning
 - ii. Designing
 - iii. Development
 - iv. Control
5. $VPI = (V2 - V1) - (C2 - C1)$ is the equation for **01**
 - i. Value of information
 - ii. Knowledge information
 - iii. Control information
 - iv. Planning information
6. Identify Information and Knowledge for the following cases: **02**
 - i. State Road Transport system
 - ii. Hostel System

- (b) Do as directed:
1. Classify whether following system is open or close? **04**
 - i. Chemist shop
 - ii. ERP system
 - iii. Stock trading system
 2. Identify Action Vs. Non-Action and Recurring Vs. Non-Recurring information for the following : **03**
 - i. Bank Branch
 - ii. Multipurpose Fabrication shop
 - iii. Airline Travel Agent
- Q.2 (a)** Attempt the following questions : **02**
1. List any 6 MIS functions that support to management. **02**
 2. Identify goal and objective of manufacturing organization. **02**
 3. List various functional requirement of a store. **03**
- (b) Discuss all three decision Alternatives methods. **07**
- OR**
- (b) Discuss decision analysis by Analytical modelling. **07**
- Q.3 (a)** Attempt the following questions : **07**
1. Discuss key aspects of Knowledge management.
 2. Discuss Herbert Simon model of decision making.
- (b) What is DSS? List various facts of DSS and Explain various types of DSS with example. **07**
- OR**
- Q.3 (a)** Explain GDSS concept and discuss various GDSS models with example. **07**
- (b) Explain how organization can deal with conflict resolution and uncertain environment? Explain the methods. **07**
- Q.4 (a)** Attempt the following: **07**
1. Why system is vulnerable? Discuss internet vulnerability and its challenges.
 2. Explain Audit records in detail.
- (b) Attempt the following : **07**
1. List down the attributes of Information & Discuss its parameters
 2. What is Ethics ? Discuss ACM code of Ethics.
- OR**
- Q.4 (a)** How to protect from cybercrime? Explain various methods. **07**
- (b) Compare Prototype approach and Life Cycle approach for development of MIS system. **07**
- Q.5 (a)** Discuss in detail Personnel Management system. **07**
- (b) Explain service process cycle with example and its anyone application in service industry. **07**
- OR**
- Q.5 (a)** Explain the concept & discuss in detail each module of service management system **07**
- (b) Discuss in detail Marketing Management System with example. **07**
