

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA - SEMESTER-IV • EXAMINATION – WINTER - 2018

Subject Code: 2640004

Date: 27/11/ 2018

Subject Name: Management Information Systems

Time: 10.30 am to 1.00 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)** Distinguish between Data and Information. State and explain different types of information. Discuss quality of Information. **07**
- (b)** Define Management Information System. Why we need computer based information system? Justify your answer with few examples. **07**
- Q.2 (a)** Discuss positive and negative impact of information technology on workplace and quality of life. **07**
- (b)** Identify key information and knowledge in following cases: **07**
- 1) Hospital outpatient department (OPD)
 - 2) Pharmacy Shop
 - 3) Mobile shop
 - 4) Claim settlement office of vehicle insurance
- OR**
- (b)** Explain the different methods of data and information collection. **07**
- Q.3 (a)** Discuss decision analysis by analytical modeling. **07**
- (b)** What is Rational decision making? Explain various problems encountered in making Rational decision. **07**
- OR**
- Q.3 (a)** Describe the relationship between EIS, MIS, and DSS. **07**
- (b)** Discuss how quality of information improves the knowledge and decision-making capability of the people. **07**
- Q.4 (a)** Write a short note on following : **07**
- (i) Transaction Processing System
 - (ii) Application Processing System
- (b)** Explain prototype and life cycle development approach for MIS development. **07**
- OR**
- Q.4 (a)** What is a conflict resolution? Explain Conflict Resolutions Methods. **07**
- (b)** Define service. Differentiate between service and product. Explain customer service design and factors affecting it. **07**
- Q.5 (a)** Explain how systems are vulnerable by the use of Wi-Fi. **07**
- (b)** Explain role of Antivirus software and Firewalls. **07**
- OR**
- Q.5 (a)** Write a note on Business value of security and control. **07**
- (b)** Explain applications of MIS in Banking sector. **07**
