

**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**

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