Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA - SEMESTER–IV • EXAMINATION – SUMMER - 2017

Subject Code: 640004 **Date:06/06/2017**

Subject Name: Management Information Systems (MIS)

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)**	State and explain the different types of information giving suitable examples.	**07**
	(b)	Define Management Information system (MIS). What are benefits of MIS? Explain what different types of information at all levels of MIS are required and useful for Human Resource Management.	**07**
Q.2	**(a)**	What are the attributes of Information? Describe methods to avoid misuse of information.	**07**
	(b)	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**
		OR	
	(b)	What do you understand by rational decision making? Explain the various problems encountered in making rational decisions.	**07**
Q.3	**(a)**	Explain the different DSS models. Discuss giving suitable examples of any one model in detail.	**07**
	(b)	Explain Decision Support System (DSS) and Application Processing System (APS) with its applications.	**07**
		OR	
Q.3	**(a)**	List the features contribution to the success and failure of MIS development.	**07**
	(b)	Explain Knowledge Management and Business Intelligence with examples.	**07**
Q.4	**(a)**	Explain application of MIS in Personnel Management.	**07**
	(b)	What are the two types of models for developing MIS? Explain any one in detail.	**07**
		OR	
Q.4	**(a)**	What is service? What are the principles behind good service? Write a brief note on service management system.	**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)**	Explain firewalls and intrusion detection systems.	**07**
	(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**
		OR	
Q.5	**(a)**	What is mean by system vulnerability? Explain how systems are vulnerable by the use of internet and Wi-Fi.	**07**
	(b)	Explain following: (A) Spyware and Key-loggers. (B) Firewall and Biometric Authentication.	**07**

****