Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA - SEMESTER–VI • EXAMINATION – SUMMER 2013

Subject Code: 640004 **Date: 29-05-2013**

Subject Name: Management Information Systems (MIS)

Time: 10.30 am - 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)**	Distinguish between data and information. State and explain the different types of information. Also, discuss the qualities of information.	**07**
	(b)	What is information overload ? How does it occur ? Explain the information concepts that assist in controlling it.	**07**
Q.2	**(a)**	Explain rational decision making and the problems encountered in rational decision making.	**07**
	(b)	Define hacking and computer crime. State two examples of crime in which computers are targets of crime and two examples in which computers are used as instruments of crime.	**07**
		OR	
	(b)	How can one control quality of service through MIS support ? Explain with example of one service industry.	**07**
Q.3	**(a)**	Explain the application of MIS to Personnel Management System.	**07**
	(b)	What is knowledge management system ? Explain its architecture.	**07**
		OR	
Q.3	**(a)**	What is decision support system ? Explain the various types of DSS.	**07**
	(b)	Distinguish between the prototyping and life-cycle approaches to development of MIS.	**07**
Q.4	**(a)**	Why is information called an intellectual property ? What measures are suggested to protect it ? What are the limitations of these measures ?	**07**
	(b)	Explain the role of encryption and digital certificates in a public key infrastructure.	**07**
		OR	
Q.4	**(a)**	Explain the critical success factors and the factors responsible for failure of MISs.	**07**
	(b)	Write a short note on Information Life Cycle Management.	**07**
Q.5	**(a)**	Explain each module of service management system (SMS), its scope and its objective.	**07**
	(b)	How can one measure the quality of information ? What are the parameters that impact its quality ?	**07**
		OR	
Q.5	**(a)**	Explain how MISs help to change the decision making scenario from uncertainty to risk to certainty. Also, explain how organizational learning improves the quality of decision making.	**07**
	(b)	Compare and contrast a simple “input-process-output” system model to a complex “control” model.	**07**

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