

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA - SEMESTER-VI • EXAMINATION – WINTER 2013

Subject Code: 640004**Date: 12-12-2013****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) State and explain the different types of information giving suitable examples. **07**
(b) Write a short note on the impact of IT on the quality of life. **07**
- Q.2** (a) What do you understand by rational decision making ? Explain the various problems encountered in making rational decisions. **07**
(b) What is information overload ? How does it occur ? How can one control it ? **07**
- OR**
- (b) Explain the concept of entropy used in system control. How would you use this concept in MIS ? **07**
- Q.3** (a) Explain the features that contribute to successful implementation of MIS in any organization. **07**
(b) What do you understand by bias in information ? Explain the attributes that increase the utility of information. **07**
- OR**
- Q.3** (a) Explain the different DSS models. Discuss giving suitable examples of any one model in detail. **07**
(b) Write a short note on knowledge based expert system. **07**
- Q.4** (a) Identify the master data in the following applications – Finance, Production and Marketing. **07**
(b) Identify the mission critical applications in the following services – Milk and Newspaper Distribution, Blood Bank and Courier. **07**
- OR**
- Q.4** (a) Explain the stages of the service process cycle and explain with example of any one service industry. **07**
(b) Explain application of MIS in Personnel Management. **07**
- Q.5** (a) Define computer crime. Give two examples each in which computers are targets and computers are used as instruments of crime. **07**
(b) Explain disaster recovery planning and business continuity planning. **07**
- OR**
- Q.5** (a) Define malware and distinguish among a virus, a worm and a Trojan horse. **07**
(b) Explain firewalls and intrusion detection systems. **07**
