Krishna Kanta Handiqui State Open University
MCA / MSc IT 4th Sem. Examination, 2016
Management Information System

Time : 3 Hrs. *Full Marks : 80*

1. Answer *any five* from the following questions : 2×5=10
   (a) What are virtual reality systems ?
   (b) What is the focus of MIS ?
   (c) What is Strategic Information System (SIS) ?
   (d) Define business plan.
   (e) What is a firewall ?
   (f) Define controls and mention its types.

2. Answer *any three* from the following questions : 4×3=12
   (a) What is Denial of Service Attack ?
   (b) What are the features of Digital Subscriber Line (DSL) and Leased Line connection ?
   (c) Define e-commerce. What does e-business comprise of ?
   (d) What are the benefits of ERP system in an organization ?

3. Answer *any three* from the following questions : 6×3=18
   (a) What is virtual organization ? What are the reasons behind the development of virtual organization ? 2+4
   (b) What are the physical components of MIS ? Briefly discuss. 2+4
   (c) What is Electronic Data Interchange (EDI) ? How does EDI work ? 2+4

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(d) Briefly explain the significance of customer relationship management (CRM) systems in a business organization. What are the benefits of a CRM system to an organization ? 2+4

4. Answer *any four* from the following questions : 10×4=40

(a) Define MIS. Explain the characteristics associated with MIS. 2+8

(b) Name the different levels of an organization. What is Decision Support System ? Briefly discuss the role of Decision Support System. 2+3+5

(c) Define EDP. Mention any five characteristics of EDP. What is the basic difference between EDP, MIS and DSS. 2+5+3

(d) How is the strategy of an organization defined ? What is the four stage model of information system planning ? 3+7

(e) (i) Define decision making. What are structured and unstructured decision ?

(ii) What is data cleansing ? Mention various methods of data cleansing. Discuss any one method. 5+5

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