[20-HKPGDEO-M4S(O)21J]

MCA 4th Semester (Old) Exam., 2020

MANAGEMENT INFORMATION SYSTEM

[MCA (S4) 14]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer any *five* from the following questions : 2×5=10

(a) What is virtual reality?

(b) What is the aim of corporate information management?

(c) Mention the names of the physical components of MIS.

(d) What are structured and unstructured decisions? Give examples.

(e) What is Denial of Service (DoS) attack?

(f) What is a groupware?

2. Answer any *three* from the following questions : 4×3=12

(a) What are spoofing and sniffing?

(b) Differentiate between system software and application software with examples.

(c) How does EDI work?

(d) What is value chain model?

3. Answer any *three* from the following questions : 6×3=18

(a) Mention the role of extranet in business. Why is the business strategy important in planning information system? 2+4=6

(b) Define e-commerce. Briefly describe any two project management tools. 2+4=6

(c) Why are security and ethical challenges significant? Discuss with the help of example.

(d) Why is supply chain required? Differentiate between intra- and inter-organization supply chain. 2+4=6

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

(a) What is the importance of enterprise resource planning (ERP) system in a business organization? Discuss the different types of Customer Relationship Management mentioning their benefits. 4+6=10

(b) Write short notes on (any *two*) : 5×2=10

(i) Virtual organization

(ii) Data quality and data cleansing

(iii) Resource allocation

(c) Explain the role, characteristics and functions of MIS.

(d) Discuss the relationship between information systems and business strategies. State any three features of an organization. 7+3=10

(e) How are signals spread in WiFi transmission? Describe the characteristics of control process. 4+6=10

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