

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**
