

**GUJARAT TECHNOLOGICAL UNIVERSITY****MCA - SEMESTER-VI • EXAMINATION – SUMMER • 2014****Subject Code: 640004****Date: 31-05-2014****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) What are the differences between Data and Information? State and explain in brief different types of information. Give two examples of each type of Information required by a small retail grocery store owner. **07**

(b) Write a brief note on: Impact of IT on organizations and society. **07**

**Q.2** (a) How information effects manager's decisions. What are the different methods to help manager to decide among Decision alternatives to achieve goal. Explain any two of methods with examples. **07**

(b) Why are organizations divided into departments and sections? List some functions which are common among all organizations for better information processing. **07**

**OR**

(b) Explain the parameters that affect quality of Information? Explain the methods to avoid misuse of information. **07**

**Q.3** (a) Explain Knowledge Management and Business Intelligence with examples **07**

(b) Explain different methods used for handling System Complexity. Also, write how clusters can be formed in Material Management System. **07**

**OR**

**Q.3** (a) Write short note on Development and implementation of MIS. **07**

(b) What is entropy? What are the critical factors contributing to success and failures of MIS? **07**

**Q.4** (a) Define DSS. Write a brief note on Types of DSS. **07**

(b) Describe Service Process Cycle. Design customer service framework for Hospitality in airlines. **07**

**OR**

**Q.4** (a) Explain service quality model? Explain Service Management System. What are the distinct services that can be created in Hospital Reception Center? **07**

(b) Explain input transaction, applications, queries decision analysis control types of reports, decision analysis and action update in Production applications of MIS with example. **07**

- Q.5**      **(a)** Define system vulnerability. List the reasons of Information System Vulnerability? Explain computer crimes. **07**
- (b)** Explain following: **07**
- (i) MIS Audit
  - (ii) Business Continuity Planning
- OR**
- Q.5**      **(a)** Write a brief note on Technologies and tools for protecting information resources **07**
- (b)** Explain following: **07**
- (A) Spyware and Key-loggers
  - (B) Firewall and Biometric Authentication

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