

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA Sem-4th Regular Examination May 2011

Subject code:640004

Subject Name: : Management Information System

Date: 23/05/2011

Time : 02.30 p.m. – 05.00 p.m.

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) Explain the types of information in depth. What are the information needs for Human Resource Management and finance management? **07**
- (b) What do you mean by privacy? What is its impact on IT? What are the possible technical solution for privacy protection? **07**
- Q.2** (a) What do you mean by decision analysis process? Write a brief note on Decision analysis by analytical modeling. **07**
- (b) Define information and Management Information system. Why there is need to computer based information system? **07**

OR

- (b)(i) What are Rational decisions? What are the problems in making rational decisions? What kind of rational decisions are involved in inventory management system? **04**
- (ii) What do you mean by good information? How it affects decision making process for manager? Classify information as given by John Dearden. **03**
- Q.3** (a) In how many types classes of information system can be divided? Explain any two class of system in depth. **07**
- (b)(i) Why planning is important? How many types of planning are there? Which type of objectives can be fulfilled though proper planning? How quality of MIS can be improved through proper planning? **04**
- (ii) What are the differences between DSS and GDSS? **03**

OR

- Q.3** (a) Write short note on Development and implementation of MIS . **07**
- (b)(i) What do you mean by Knowledge based Expert systems (KBES)? In how many ways Knowledge can be represented in KBES? **04**
- (ii) What are the critical factors contributing to success and failures of MIS? **03**
- Q.4** (a) Explain model of information processing system. Write a brief note explaining application of MIS in production management system . **07**
- (b) Describe service process cycle and analysis. Design customer service framework for food and hospitality in Airways. **07**

OR

- Q.4** (a) What is service? What are the principle behind good service? Write a brief note on service management system . **07**
- (b) Explain input transaction, applications ,queries decision analysis control types of reports ,decision analysis and action update in Marketing applications of MIS with example. **07**

- Q.5** **(a)** Define system vulnerability. How vulnerabilities has been increased due to network of computers? Explain computer crimes. **07**
- (b)** Explain following: **07**
- (i) Wireless security challenges
- (ii) MIS Audit
- OR**
- Q.5** **(a)** Write a brief note on Technologies and tools for protecting information resources **07**
- (b)** Explain following: **07**
- (i) Viruses , Worms and Trojan horses
- (ii) Firewall and encryption
