

GUJARAT TECHNOLOGICAL UNIVERSITY**M.C.A -IVth SEMESTER-EXAMINATION – MAY- 2012****Subject code: 640004****Date: 18/05/2012****Subject Name: Management Information System (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) Define Information and Management Information system (MIS). What is the goal of Research, Design and Development function of organization? Explain the information requirements at operational, tactical and strategic and statutory level for Research, Design and Development Management of a organization? **07**
- (b) Define ethics. Write examples of ethics and ethics rights. Also describe ACM code of ethics and professional conduct for its successful handling. **07**
- Q.2** (a) Describe Herbert Simon model for decision making process. Also, describe methods of conflict resolutions **07**
- (b) What are the main aims and objectives of MIS? Explain value of information? Explain how good quality of information helps and improves decision making capacity of a manger working in Production department of Textile manufacturing company. **07**
- OR**
- (b)(i) Write brief note on: General model of Human as an Information Processor **04**
- (ii) Explain Business Function Processing system (BPS). Also write its examples **03**
- Q.3** (a) What do you mean by system complexity? Explain the methods of handling system complexity for increasing efficiency and effectiveness of a system. **07**
- (b)(i) Explain Life cycle approach for development of MIS **04**
- (ii) What approach should be followed for development of MIS? **03**
- OR**
- Q.3** (a) How MIS is helpful in long term planning? Explain in detail Prototype approach for development and implementation of MIS. **07**
- (b)(i) Explain Decision support system and Artificial Intelligence **04**
- (ii) Write six guidelines for system designer for successful implementation of MIS? **03**
- Q.4** (a) Define service. Differentiate between service and product. Explain Customer service design and factors affecting it. **07**
- (b) What is objective of Personnel Management? Explain input transaction, applications, queries decision analysis control types of reports, decision analysis and action update in Personnel management applications of MIS with example. **07**

OR

- Q.4** (a) What is service? What is the principle behind good service? Design MIS for providing good health care services to people of our country. Also, write which types of information and decisions at different levels it should include for successful implementation of MIS and satisfaction of patients. **07**
- (b) What is objective of Material Management? Explain input transaction, applications, queries decision analysis control types of reports, decision analysis and action update in Raw Material management applications of MIS with example. **07**
- Q.5** (a) Justify data stored in electronic form are more vulnerable? Write brief note on wireless security challenges **07**
- (b) Explain following: **07**
1. Antivirus software
 2. Firewalls
- OR**
- Q.5** (a) Write a brief note on :Securing Wireless networks **07**
- (b) Explain following: **07**
1. Denial of service attacks
 2. Spyware and Key loggers
