

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA - SEMESTER-VI • EXAMINATION – SUMMER • 2014

Subject Code: 2640004**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)** Differentiate between the followings with example. (Any 5) **10**
1. Open decision making system and closed decision making system
 2. MIS and DSS
 3. Probabilistic and deterministic systems
 4. TPS and APS
 5. Life cycle approach and prototype approach of MIS development
 6. Spoofing and sniffing
 7. Knowledge and intellectual capital
- (b)** Classify whether the following set of information is strategic, tactical, operational or statutory. Provide justification. **4**
1. Sony has launched the new smart phone named 'Xperia Z2'.
 2. A new college has to submit the compliance report for the university affiliation.
 3. Branch manager has arranged a training program on effective communication for all the sales people.
 4. The floor manager will check routine safety measures for all machines used in production process.
- Q.2 (a)** Explain the following terms. (Any 7) **07**
1. Key loggers
 2. Cyber vandalism
 3. Identity theft
 4. DDoS
 5. Social Engineering
 6. Digital certificate
 7. Fault tolerance system
 8. Click fraud
 9. phishing
- (b)** **02**
1. Define privacy. **02**
 2. Explain two examples where breach of privacy occurs. **03**
 3. List the precautionary measure to be taken as an individual to protect your privacy. **02**
- OR**
- (b)** Discuss positive and negative impact of information technology on workplace and quality of life. **07**
- Q.3 (a)** **03**
1. Explain in brief the process of decision making. **03**
 2. Explain the concept of rationality in decision making. **04**
- (b)** Explain with example the reason for manager's individual differences in decision making. **07**

OR

Q.3	(a)	1. Explain the techniques of decision analysis by analytical modeling.	04
		2. Explain behavior concept of managers in decision making.	03
	(b)	1. Explain the concept of value of information.	03
		2. Explain in brief the general model of human as an information processor.	04
Q.4	(a)	Explain the applications of MIS in personnel management.	07
	(b)	Explain the service process cycle with respect to banking.	07
OR			
Q.4	(a)	Explain the application of MIS in hospitals	07
	(b)	Explain the system control model with respect to quality assurance.	07
Q.5	(a)	Explain the different types of DSS with example.	07
	(b)	1. Explain the knowledge management process along with role of KMS in organization.	05
		2. Write a short note on KBES.	02
OR			
Q.5	(a)	List the features contribution to the success and failure of MIS development.	07
	(b)	1. Explain A-B-C analysis of inventory control model.	05
		2. Write a short note on artificial intelligence.	02
