

GUJARAT TECHNOLOGICAL UNIVERSITY**MCA – SEMESTER – IV • EXAMINATION – SUMMER 2018****Subject Code: 2640004****Date: 28-May-2018****Subject Name: Management Information System****Time: 10.30 am to 1.00 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 is information? List and explain the types of information. List out the examples of information system. **07**

(b) What is the need of Computer Based Information System? Explain the qualities of information system in detail with example. **07**

Q.2 (a) Explain rational decision making and the problems encountered in rational decision making. **07**

(b) Describe Herbert Simon model for decision making process. Also, explain the methods of conflict resolutions. **07**

OR

(b) List and explain the benefits of the decision support system. **07**

Q.3 (a) Explain Knowledge Management System Architecture in detail. Also, explain tools for Knowledge Management. **07**

(b) Explain the applications of MIS in personnel management. **07**

OR

Q.3 (a) What is information overload? How does it occur? How can one control it? **07**

(b) Explain the application of MIS in school management. **07**

Q.4 (a) Write a short note on : **07**

i) Application Processing System (APS)

ii) Transaction Processing System

(b) Write a short note on: Group Decision Support System. **07**

OR

Q.4 (a) How to manage security threat in E-business. **07**

(b) What is the meaning of system performance? How do you measure efficiency and effectiveness of the system? **07**

Q.5 (a) Explain various decision analysis techniques by analytical modeling. **07**

(b) Write a short note on Knowledge Based Expert Systems. **07**

OR

Q.5 (a) What do you mean by service? Differentiate between service and product. Explain Customer service design and factors affecting it. **07**

(b) Explain prototype and life cycle development approach for MIS development. **07**
