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B.Tech.

**(SEM V) THEORY EXAMINATION 2017-18
MANAGEMENT INFORMATION SYSTEM**

Time: 3 Hours

Total Marks: 100

Note: 1. Attempt all Sections. If any missing data is required, then choose suitably.

SECTION A

1. Attempt all questions in brief. 2 x 10 = 20

- a. What is an information system?
- b. Give brief explanation of attributes of information?
- c. Explain in brief the design of Management Information System.
- d. What are the different types of computer?
- e. What is planning framework.
- f. Describe the term value chain?
- g. Explain the term E-Commerce.
- h. Differentiate between Intranet & Extranet.
- i. Write down the components of Enterprise Management System.
- j. What do you mean by computer crime? List down various types of computer crimes.

SECTION B

2. Attempt any three of the following: 10 x 3 = 30

- a. Discuss the various types of information system in detail.
- b. Discuss the various approaches to understand the structure of MIS.
- c. Describe the planning process of management information system.
- d. How E-commerce is different from traditional commerce. Write down applications with suitable example.
- e. What is Customer Relationship Management (CRM)? What are the objectives of CRM? Describe various components.

SECTION C

3. Attempt any one part of the following: 10 x 1 = 10

- (a) What is role of information system in business and how it is changing business environment?
- (b) Explain system development life cycle?

4. Attempt any one part of the following: 10 x 1 = 10

- (a) (i) Differentiate between following:- MIS & Electronic data processing
(ii) Write short note on role of telecommunication in MIS.
- (b) What is decision support system? Discuss its component, characteristics and capabilities in brief.

5. Attempt any one part of the following: 10 x 1 = 10

- (a) Explain various characteristics of control process in an organization.
- (b) Explain the process of devising a long range plan.

6. Attempt any one part of the following: 10 x 1 = 10

- (a) What is an expert system? Describe its various components, applications & limitations.



(b) Write short note on the following:
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(i) Marketing Information System

(ii) Sales force Automation

7. Attempt any *one* part of the following: **10 x 1 = 10**

(a) Describe Enterprise Allocation Architecture (EAA) . Also describe supply chain management (SCM)

(b) Explain the following in brief:

(i) Enterprise resource planning

(ii) Procurement management

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