Seat No.: _____   Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA – SEMESTER – IV • EXAMINATION – SUMMER 2018

Subject Code: 640004   **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)**	Discuss the impact of IT on the quality of life.	07
	(b)	Distinguish Data and Information. Explain in brief different types of information and provide two examples of each type of Information required by a small retail grocery store owner.	07
Q.2	**(a)**	Define (i) hacking and (ii) computer crime. Explain two examples of crime in which computers are targets of crime and two examples in which computers are used as instruments of crime.	07
	(b)	What do you understand by analytical modeling? Explain Goal achieving analysis and goal seeking analytical modeling with examples.	07

OR

	(b)	Discuss Herbert Simon model for decision making process. Also explain methods of conflict resolutions.	07
Q.3	**(a)**	Explain Decision Support System (DSS) and Application Processing System (APS) with its applications	07
	(b)	Explain generalized model of the system with concept of filter and boundary. Explain with example.	07

OR

	(a)	Define knowledge and its types. Explain Knowledge management.	07
	(b)	List the features contribution to the success and failure of MIS development	07
Q.4	**(a)**	Write a short note on Information Life Cycle Management.	07
	(b)	Discuss the application of MIS in Insurance.	07

OR

	(a)	What do you understand by service? What are the principles behind good service? Write a brief note on service management system.	07
	(b)	Define DSS and discuss Types of DSS.	07
Q.5	**(a)**	What do you mean by system vulnerability? Explain how systems are vulnerable by the use of internet and Wi-Fi.	07
	(b)	Explain disaster recovery planning and business continuity planning.	07

OR

	(a)	Define malware and distinguish among a virus, a worm and a Trojan horse.	07
	(b)	Discuss Computer crime and Forensics.	07