

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.SIM (2014 & Onwards) (Sem.-4)
MANAGEMENT INFORMATION SYSTEMS FOR
SERVICE INDUSTRY

Subject Code : BBA-416

Paper ID : [72860]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

Q1) Define the following :

- a) MIS.
- b) KMS
- c) SRS.
- d) Information.
- e) Data Mining
- f) DBMS
- g) Waterfall prototype.
- h) System Evaluation
- i) DSS
- j) Feasibility Report

SECTION-B

UNIT-I

- Q2 What are the objectives and characteristics of MIS?
- Q3 Define information. Discuss classification of information and its quality.

UNIT-II

- Q4 What are the attributes and Characteristics of DSS?
- Q5 Discuss Simon's model of decision making.

UNIT-III

- Q6 Discuss system design and system Implementation.
- Q7 Explain different Phases of System Development Life Cycle.

UNIT-IV

- Q8 What is the scope of ERP? And what are the advantages of ERP?
- Q9 What is customer relation Management? Discuss its features.