9. (a) What are the various security and ethical challenges in managing Information Technology? [7]

(b) Define enterprise resource planning and supply chain management. Differentiate between ERP and SCM. [7]

10. (a) Define the concept of Customer Relationship Management and its importance in business. Explain the various components of CRM. [7]

(b) Explain the concept of Procurement Management. What are the steps involved in procurement process ? [7]

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Question Paper Code : 8876

BCA (Semester-III) Examination, 2021

MANAGEMENT INFORMATION SYSTEM

[Paper : BCA-304]

Time : Three Hours] [Maximum Marks : 70

Note : Attempt **any five** questions. **All** questions carry **equal** marks.

1. (a) Explain the concept of Management Information System. Discuss the role of Information system in Business. [7]

(b) Compare and contrast MIS and Data Processing. [7]

2. (a) Describe the efficiency and effectiveness criteria of an Information system. [7]

(b) Write short notes on the following : [7]

(i) Expert system

(ii) Knowledge Management System

(iii) Strategic Information System

(iv) Business Functional System

3. (a) What do you understand by Information system ? Discuss major types of Information systems. [7]

(b) Compare and Contrast MIS and DSS. [7]

4. (a) Explain the concept of Organizational Planning. Describe the Planning process in detail. [7]

(b) Define End-user computing and explain its types. [7]

5. (a) Explain the concept of Control in an organization. What are the characteristics of Control Process? [7]

(b) Describe the concept of Computational support for planning. [7]

6. (a) Define M-commerce and E-commerce. What are the advantages and disadvantages of E-commerce ? [7]

(b) Write short notes on the following : [7]

(i) LAN

(ii) WAN

(iii) MAN

(iv) WWW

7. (a) Describe the concept of Information system in business operations. Explain the types of Business operations. [7]

(b) Differentiate between Intranet and Extranet. [7]

8. (a) Describe the role of Enterprise and Global Management in managing Information Technology. [7]

(b) Define the following : [7]

(i) Information system for managerial decision support

(ii) Information system for strategic advantage