2020/TDC (CBCS)/ODD/SEM/ BCACC–502T/022

TDC (CBCS) Odd Semester Exam., 2020 held in March, 2021

COMPUTER APPLICATION

(5th Semester)

Course No. : BCACC–502T

(Management Information System)

Full Marks : 70

Pass Marks : 28

Time : 3 hours

The figures in the margin indicate full marks for the questions

SECTION—A

1. Answer any *ten* of the following questions :

   2×10=20

   (a) What do you mean by MIS?

   (b) What are the limitations of MIS?

   (c) Why are information systems so important?

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(*Turn Over*)

(d) What are the advantages of MIS in a business?

(e) What are the benefits of using database in a system?

(f) Why do you need IT in today's world?

(g) What role does data administrator play?

(h) What is public domain software?

(i) What are the features of Information Technology?

(j) Differentiate between MIS and DSS.

(k) What type of informations is required for strategic advantage?

(l) Define extranet. Give an example.

(m) What do you mean by ethical responsibility of business professional?

(n) What is digital signature?

(o) Why is global management important in business?

(p) What does enterprise mean in technology?

(q) Write down the important components of ERP.

(r) Mention some technical benefits of incorporating CRM into an organization.

(s) What are the responsibilities of a logistician in SCM?

(t) Mention two popular ERP softwares.

SECTION—B

Answer *any* **five** questions

2. *(a)* What is the concept of balanced MIS? How can effectiveness and efficiency of MIS be improved?   2+5=7

   (b) What type of activities occurs in the information processing system?   2+1=3

3. *(a)* Explain the different types of information system.   5

   (b) State and explain major business problems. How can these be solved by using information system?   5

(4)

4. Illustrate the evaluation of database management technology. How does database technology help in design and implementation of management information system? 10

5. Suppose your manager has asked you to develop e-business and e-commerce applications to gain a competitive advantage in an important market for your company. What reservations might you have about doing so? Why? 10

6. What is e-commerce? Explain with suitable diagram the secure electronic payment systems with many payment alternatives. 2+8=10

7. What is decision support system? Discuss how a management information system can influence decision making. 2+8=10

8. What are the security and ethical challenges for managing an information technology enterprise? Explain in detail. 10

9. What can be done to improve e-commerce security on the internet? Give several examples of security measures and technologies you would use. 4+6=10

(5)

10. What is supply chain management? Discuss the role of supply chain management in ERP. 3+7=10

11. What are the different phases of CRM? How does CRM support the phases of the relationship between a business and its customers? 3+7=10

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