

**GUJARAT TECHNOLOGICAL UNIVERSITY****MCA Integrated- SEMESTER- VI EXAMINATION – WINTER 2019****Subject Code: 4460601****Date: 25/11/2019****Subject Name: Management Information System****Time: 02:30 PM TO 05:00 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)** Do as directed : **07**
1. What is the main difference between Data and Information?
  2. What do you mean by MIS?
  3. What do you mean by closed decision system?
  4. What is the difference between network and Intranet?
  5. Define term : Digital Divide
  6. Knowledge gives competitive advantage to the organization. Justify your answer with True / False.
  7. KBES stands for.....
- (b)** State and explain the different types of information giving suitable examples. **07**
- Q.2 (a)** Explain various decision analysis techniques by analytical modeling. **07**
- (b)** Write short note on Intellectual Property, Copyright and Patents in detail. **07**
- OR**
- (b)** What is system? Explain Control System Model with diagram. **07**
- Q.3 (a)** Explain methods of data and information collection. **07**
- (b)** Explain Decision Support System. **07**
- OR**
- Q.3 (a)** What is Knowledge Management? Explain two forces which drive knowledge management. **07**
- (b)** List out different classes of System. Explain any two classes of system in depth. **07**
- Q.4 (a)** What is Data Warehouse? List out different applications of Data warehouse in various industries. **07**
- (b)** Explain in brief the general model of human as an information processor. **07**
- OR**
- Q.4 (a)** What is E-Business? List out different Models of it and explain any two in details. **07**
- (b)** What is Rational-Decisions-Making? Explain the problems in making rational decisions. **07**
- Q.5 (a)** Case study: List out different types of information requirement for Human Resource Management in Airlines Industry. **07**
- (b)** Discuss classification of the information. **07**
- OR**
- Q.5 (a)** Case Study: Information System in Restaurant **07**

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a salad, the hot-item printer if it is a hot sandwich or the bar printer if it is a drink. A customer's meal check-listing (bill) the items ordered and the respective prices are

automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers.

Questions:

1. In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions?
  2. Explain the probable effects that making the system more formal would have on the customers and the management.
- (b) Write a short note on impact of IT on privacy and society.

**07**

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