



- e. Enterprise systems support
- (A) manufacturing processes.                      (B) financial and accounting processes  
(C) human resource processes                      (D) all of the above
- f. Tactical information is needed for
- (A) Day to day operations                      (B) Meet government requirements  
(C) Long range planning                      (D) Short range planning
- g. Strategic information is:
- (A) Haphazard                      (B) Well organized  
(C) Unstructured                      (D) Partly structured
- h. The technology for finding hidden patterns and relationships in large databases and inferring rules from them to predict future behaviour best describes:
- (A) data warehousing                      (B) knowledge acquisition  
(C) data mining                      (D) data clustering
- i. Each of the following is a DSS component except
- (A) database                      (B) software system  
(C) user interface                      (D) inference engine
- j. An interactive computer-based system to facilitate the solution to unstructured problems by a set of decision makers working together as a group best describes a(n):
- (A) group decision-support system                      (B) decision-support system  
(C) executive support system                      (D) geographic information system

**Answer any FIVE Questions out of EIGHT Questions.  
Each question carries 16 marks.**

- Q.2** a. What are the components of Management Information System?                      (8)
- b. Describe the three basic levels of management decisions. Give some examples of type of information required by different levels of management.                      (8)
- Q.3** a. What are access controls and how they are used to protect information?                      (8)
- b. What is Electronic Data Interchange (EDI)? What are the advantages of using EDI in e-commerce?                      (8)
- Q.4** a. Explain the procedure to avoid resistance to MIS implementation.                      (8)
- b. What the basic principles of classical organizational theories?                      (8)

- Q.5** a. Write short notes on: **(2×4)**  
(i) Data Independence  
(ii) Data Integrity
- b. What is Enterprise Resource Planning (ERP)? What are the characteristics of ERP systems? **(8)**
- Q.6** a. What are Expert Systems? What basic steps are involved in creating an expert system? **(8)**
- b. What are the basic reasons for creating and using business models? **(8)**
- Q.7** a. Why are barriers to entry is important to gain a competitive advantage? **(8)**
- b. Discuss SDLC in brief. **(8)**
- Q.8** a. What are the three broad fundamentals on which entrepreneurship is built?(**10**)
- b. What are the advantages of centralization and decentralization of computer hardware, software, and data? **(6)**
- Q.9** a. What are the advantages and disadvantages of pre-written packages? **(8)**
- b. What are the drawbacks of system development life cycle methodology of system development? **(8)**