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07MCA24

**Second Semester MCA Degree Examination, December 2010**  
**Management Information Systems**

Time: 3 hrs.

Max. Marks:100

**Note: Answer any FIVE full questions.**

- 1 a. Describe the system development models. (10 Marks)  
b. Explain the methods of data and information collection with an example each. (10 Marks)
- 2 a. Explain the features of a reliable and effective control system. (10 Marks)  
b. Name and explain the factors on which tools of planning are based. (10 Marks)
- 3 a. Explain the classification of information, based on application and user. (10 Marks)  
b. What are the contents of the MIS plan? What is the purpose of each of them? Explain. (10 Marks)
- 4 a. With a neat diagram, explain the components of an organizational planning. (10 Marks)  
b. Explain the business / IT planning process. (06 Marks)  
c. What is SWOT analysis? Briefly explain. (04 Marks)
- 5 a. What are the different levels of processing required to meet the information needs? Explain. (10 Marks)  
b. Explain the different kinds of testing in TQM. (10 Marks)
- 6 a. Explain the Herbert Simon model of decision making process. (07 Marks)  
b. Explain the behavioural concepts in decision making. (06 Marks)  
c. Explain briefly the methods that help the manager decide among alternatives. (07 Marks)
- 7 a. What is CRM? Explain with a neat diagram, the application components of CRM. (10 Marks)  
b. With a neat diagram, explain the Human Resource Management System. (10 Marks)
- 8 a. With a neat figure, explain the components of a typical three tier client server model. (10 Marks)  
b. Explain the models of E-Business. (10 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

