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13MCA353

**Third Semester MCA Degree Examination, Dec.2014/Jan.2015**  
**Basics of MIS and E-Commerce**

Time: 3 hrs.

Max. Marks: 100

Note: Answer any FIVE full questions.

1. a. What are the different classification of information? List any four attributes of information. (10 Marks)  
b. Explain the general model of a human as information processor. (10 Marks)
2. a. Define MIS. Identify the nature of impact of MIS on people, organization and management style of functioning. (10 Marks)  
b. Explain organization as a system. (10 Marks)
3. a. Explain Herbert Simon model of decision making process with neat diagram. (10 Marks)  
b. What is DSS? Explain the different types of DSS. (10 Marks)
4. a. Explain cross-functional enterprise system (ECF) with a neat diagram. (10 Marks)  
b. What is CRM? Explain the phases of CRM and CRM integrated solution with the help of diagram. (10 Marks)
5. a. Explain client-server architecture with neat diagram. (06 Marks)  
b. Define the following terms:  
i) Internet  
ii) Intranet  
iii) Extranet (06 Marks)  
c. Explain the characteristics and benefits of E-business. (08 Marks)
6. a. What is E-commerce? Explain E-commerce Business models. (10 Marks)  
b. Explain the hardware, software, data and network infrastructure required for E-commerce business with diagram. (10 Marks)
7. a. Explain the electronic payment process with neat diagram. (10 Marks)  
b. Explain ethical, social and political issues in E-commerce. (10 Marks)
8. Write short notes on:  
a. Digital government.  
b. Web security.  
c. Shopping cart.  
d. Transaction systems. (20 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.

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