

(b) "CRM System is an integrated cross functional information system" justify this statement. (8)

8. (a) Give any five applications of E-Commerce. (7)

(b) Discuss the evolution of a computer system. .
Explain some key factors of the computer generation. (8)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 736 I

Unique Paper Code : 6202463501

Name of the Paper : Management Information System

Name of the Course : **B.Voc (Banking, Financial Services and Insurance)**

Semester : V

Duration : 3 Hours Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. The paper has total 8 questions.
3. Attempt any **six** questions.
4. Each question is of **15** marks.

1. (a) Define the concept of Management Information System, and describe its Objectives. (7)

- (b) Briefly discuss the concept of Information Planning (IS) with some relevant examples. (8)
2. (a) Discuss Porter's value chain model, How would you apply this model for a service organization? (7)
- (b) Write an explanatory note on Iterative enhancement method. (8)
3. (a) Explain Decision Making Process in Management Information System and its relevance in 21st century. (7)
- (b) What is system development, and its various models. (8)
4. (a) Write short notes on the following : (7)
- (i) Emerging technologies in the area of IT infrastructure.
- (ii) Principal payment system for E-Commerce.

- (b) Differentiate between E-Commerce and B-Commerce. (8)
5. (a) What difficulties generally arise while introducing MIS in an organisation? Suggest some steps for effective implementation of MIS. (7)
- (b) Mention the Emerging technologies in the area of IT infrastructure which are closely related in an business organisation. (8)
6. (a) Distinguish between Waterfall and Prototype method for system development. (7)
- (b) Explain Knowledge management? How would you develop a knowledge management system in an organisation. (8)
7. (a) What is understood by term MIS? How does it assist managers in their day-to-day functioning? (7)