



P.E.S. College of Engineering, Mandya - 571 401

(An Autonomous Institution affiliated to VTU, Belagavi)

Third Semester, Master of Computer Applications (MCA)

Semester End Examination; Dec - 2017 / Jan - 2018

Basics of MIS and E - Commerce

Time: 3 hrs

Max. Marks: 100

Note: Answer FIVE full questions, selecting ONE full question from each unit.

UNIT - I

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|------|---|----|
| 1 a. | Define system. Explain briefly the generalized model of a system with neat diagram. | 5 |
| | b. Explain briefly different types of system. | 5 |
| | c. Explain TOM of Information System. | 10 |
| 2 a. | List and explain the steps which are necessary and needed for existing system analysis. | 10 |
| | b. Explain different steps to handle system complexity with an example. | 10 |

UNIT - II

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|------|--|----|
| 3 a. | Discuss the characteristics of an Information and classification of Information. | 10 |
| | b. Describe briefly the goals, objectives and target with respect to MIS. | 10 |
| 4 a. | Explain the different attributes of the Information. | 10 |
| | b. Explain the features of a reliable and effective control system. | 10 |

UNIT - III

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|------|---|----|
| 5 a. | List and explain the fundamentals of planning process. | 10 |
| | b. Explain briefly the major characteristics of the business decision making. | 5 |
| | c. Discuss Herbert-Simon model of decision making process. | 5 |
| 6 a. | Define SWOT. Briefly explain SWOT analysis. | 5 |
| | b. Explain briefly proto typing. | 5 |
| | c. List and explain the ways of Decision Analysis by Analytical modeling. | 10 |

UNIT - IV

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|------|--|----|
| 7 a. | Explain Supply Chain Management (SCM) system. | 10 |
| | b. List and explain the functions of HRM (Human Resources Management) systems. | 10 |
| 8 a. | List and explain the trends in CRM (Customer Relationship Management). | 10 |
| | b. Discuss ERP (Enterprise Resource Planning). | 10 |

UNIT - V

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|-------|--|----|
| 9 a. | Explain the categories of E-Commerce. | 10 |
| | b. List and explain different E-Commerce success factors. | 10 |
| 10 a. | Explain the essential categories of E-Commerce process. | 10 |
| | b. List and explain the types of E-Commerce market places. | 10 |