

**MASTER OF COMPUTER APPLICATION
FOURTH SEMESTER
MANAGEMENT INFORMATION SYSTEM
MCA-401**

**SET
B**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

Marks: 20

(Objective)

Choose the correct answer from the following:

1 × 20 = 20

- Which of the following is an example of a transaction processing system (TPS)?
 - Customer relationship management (CRM) software
 - Inventory management system
 - Decision support system
 - Business intelligence (BI) tool
- Which type of system provides top-level executives with summarized reports and information?
 - Decision support system (DSS)
 - Management information system (MIS)
 - Executive information system (EIS)
 - Transaction support system (TSS)
- What is the purpose of Decision Support System (DSS)?
 - To automate routine task
 - To store and retrieve data
 - To assist in decision making process
 - To monitor system performance
- What is the role of an ERP system in integrating different departments and functions within an organization?
 - Centralizing and standardizing data and processes
 - Managing employee training and development programs
 - Tracking and analysing website performance and user behaviour
 - Automating marketing campaigns and lead generation
- Which of the following is an example of a decision-making technique used in management information systems?
 - Pareto analysis
 - Inventory control
 - Data entry
 - Data encryption
- What is a Distributed Denial of Service (DDoS) attack?
 - Unauthorized access to customer data
 - Manipulation of website content and prices
 - Overloading a website with traffic to make it unavailable
 - Intercepting credit card information during transactions
- Which of the following is an effective measure to protect customer data?
 - Regularly updating software and patches
 - Storing customer data in plain text format
 - Sharing customer data with third-party vendors
 - Using weak passwords for administrative accounts

8. What is the primary purpose of a customer relationship management (CRM) system?
 - a. To store and retrieve data
 - b. To manage customer interactions and relationships
 - c. To automate routine tasks
 - d. To provide real-time data analysis
9. Which of the following is defined as an attempt to harm, damage or cause threat to a system or network?
 - a. Digital crime
 - b. Threat
 - c. System hijacking
 - d. Cyber attack
0. What is the role of a database administrator (DBA) in an organization?
 - a. Developing software applications
 - b. Managing and maintaining databases
 - c. Designing user interfaces
 - d. Analysing market trend
1. What is the primary function of management information system?
 - a. Data storage
 - b. Data analysis
 - c. Decision making support
 - d. Data entry
2. What does the acronym ERP stand for in the context of information systems?
 - a. Electronic Resource Planning
 - b. Efficient Resource Processing
 - c. Enterprise Resource Planning
 - d. Effective Reporting Protocol
3. What is the purpose of a data warehouse?
 - a. To store large amount of raw data
 - b. To provide real-time data analysis
 - c. To create backups of important data
 - d. To consolidate and organize data from multiple sources
4. What is the primary purpose of Knowledge Management System?
 - a. To store and organize documents
 - b. To manage customer relationship
 - c. To support collaboration among employees
 - d. To capture and share organizational knowledge
5. Which of the following is a typical module or component of an ERP system?
 - a. Customer Relationship Management (CRM)
 - b. Learning Management System (LMS)
 - c. Content Management System (CMS)
 - d. Supply Chain Management (SCM)
6. Which security measure provides an additional layer of authentication beyond username and password?
 - a. Two-factor authentication (2FA)
 - b. Password hashing
 - c. Intrusion detection system (IDS)
 - d. Virtual private network (VPN)
7. What is the purpose of a firewall?
 - a. Encrypting data transmitted between servers
 - b. Filtering network traffic to block unauthorized access
 - c. Verifying the authenticity of digital certificates
 - d. Monitoring and analysing website traffic
8. Which of the following is an example of a data mining technique?
 - a. Regression analysis
 - b. Data entry
 - c. Data encryption
 - d. Data backup

19. What is Cyber Security?
- a. Cyber Security provides security against malware
 - b. Cyber Security provides security against cyber-terrorists
 - c. Cyber Security protects a system from cyber attacks
 - d. All of the mentioned
20. What is the practice of tricking individuals into revealing sensitive information by pretending to be a trustworthy entity?
- a. Phishing
 - b. Malware
 - c. Firewall
 - d. Encryption

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(Descriptive)

Time : 2 hr. 30 mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

1. What do you understand by Management Information System?
Explain in brief the benefits of MIS to an organization. 4+6=10
2. Define: (*any two*) 5+5=10
 - a) Management as a Process
 - b) Planning
 - c) Organizing
3. What do you mean by 'Data and Information'? What are the different types of Information Systems? 4+6=10
4. Write in brief about: (*any four*) 2.5×4=10
 - a) Enterprise Resource Planning
 - b) Ethical Hacking
 - c) Supply Chain Management
 - d) Customer Relationship Management
 - e) Cyber Theft
 - f) Database Management System
5. Explain in brief about the security threats to the Information Systems of an Enterprise and how it can be safeguarded? 5+5=10
6. Identify the key business areas wherein the involvement of ERP is evident. Discuss about the tools for Business Modeling. 6+4=10
7. Write in brief about the database and user interface requirements in developing information systems for an enterprise. 5+5=10
8. Develop a plan for designing and implementing an IT solution for a School, highlighting the key features that you will incorporate in the system to make it user-friendly. 10

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