MASTER OF COMPUTER APPLICATION
FOURTH SEMESTER [SPECIAL REPEAT]
MANAGEMENT INFORMATION SYSTEM
MCA-401
[USE OMR SHEET FOR OBJECTIVE PART]

SET A

Duration: 3 hrs.

Full Marks: 70

(**Objective**)

Time: 30 mins.

Marks: 20

Choose the correct answer from the following:

1×20=20

1. What is the primary function of management information system?
   a. Data storage
   b. Data analysis
   c. Decision making support
   d. Data entry

2. Which of the following is an example of a transaction processing system (TPS)?
   a. Customer relationship management (CRM) software
   b. Inventory management system
   c. Decision support system
   d. Business intelligence (BI) tool

3. 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

4. Which type of system provides top-level executives with summarized reports and information?
   a. Decision support system (DSS)
   b. Management information system (MIS)
   c. Executive information system (EIS)
   d. Transaction support system (TSS)

5. 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

6. What is the purpose of Decision Support System (DSS)?
   a. To automate routine task
   b. To store and retrieve data
   c. To assist in decision making process
   d. To monitor system performance

7. 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

8. What is the role of an ERP system in integrating different departments and functions within an organization?
   a. Centralizing and standardizing data and processes
   b. Managing employee training and development programs
   c. Tracking and analysing website performance and user behaviour
   d. Automating marketing campaigns and lead generation

9. 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)

10. Which of the following is an example of a decision-making technique used in management information systems?
    a. Pareto analysis
    b. Inventory control
    c. Data entry
    d. Data encryption

11. 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)

12. What is a Distributed Denial of Service (DDoS) attack?
    a. Unauthorized access to customer data
    b. Manipulation of website content and prices
    c. Overloading a website with traffic to make it unavailable
    d. Intercepting credit card information during transactions

13. 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

14. Which of the following is an effective measure to protect customer data?
    a. Regularly updating software and patches
    b. Storing customer data in plain text format
    c. Sharing customer data with third-party vendors
    d. Using weak passwords for administrative accounts

15. Which of the following is an example of a data mining technique?
    a. Regression analysis
    b. Data entry
    c. Data encryption
    d. Data backup

16. 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

17. 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

18. 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

19. 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

20. 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

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(**Descriptive**)

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

1. What do you mean by 'Data and Information'? What are the different   4+6=10
    types of Information Systems?

2. Define: (*any two*)   5+5=10
    a) Management as a Process
    b) Planning
    c) Organizing

3. Develop a plan for designing and implementing an IT solution for a   10
    School, highlighting the key features that you will incorporate in the
    system to make it user-friendly.

4. Identify the key business areas wherein the involvement of ERP is   6+4=10
    evident. Discuss about the tools for Business Modeling.

5. Explain in brief about the security threats to the Information Systems of   5+5=10
    an Enterprise and how it can be safeguarded?

6. What do you understand by Management Information System?   4+6=10
    Explain in brief the benefits of MIS to an organization.

7. Write in brief about the database and user interface requirements in   5+5=10
    developing information systems for an enterprise.

8. 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

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