

2018

MCA

MCA : 5.2

**MANAGEMENT INFORMATION SYSTEM**

Full Marks: 75

Time: 3 Hours

*The figures in the margin indicates full marks for the questions*

1. (a) What is an Information System? Explain functions of IS. 5+5=10  
(b) What is an Organisation? Explain the role of manager in a firm. 5+5=10
2. (a) What is business process system? Explain the order fulfilment process. 5+5=10  
(b) Explain Enterprise Resource Planning (ERP). Also mention some of its features. 5+5=10

Or

Differentiate between sales and marketing system and human resource system.

3. (a) Explain why information systems are so essential in business today? Or 8  
What are the different kinds of Information System? Explain.  
(b) Differentiate between e-commerce and e-governance. 4+4=8  
(c) Differentiate between intranet and extranet. 2+2=4

4. (a) What are the different network topologies? Explain briefly. Or 8  
Differentiate between customer relationship management systems (CRM) and knowledge management systems (KMS).  
(b) Analyse the relationships among ethical, social, and political issues that are raised by information systems. 7

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