

S.Y. M.C.A. (2 Years) (Sem-III) dt 13/12/2024

(Time: 3 Hours)

(Total Marks: 80)

NB: 1. Question 1 is compulsory.

2. Attempt any three from the remaining questions.

3. Illustrate the answers with diagrams wherever required

4. Answers to the questions should be grouped. Mixing of sub-questions will not be allowed.

Q.1

- a) What is SCM? Explain Information Management in SCM? (05)
- b) What is BI and explain BI tools. (05)
- c) Explain how to decide the IT infrastructure for an organization. (05)
- d) Mention the challenges of managing IT functions in an organization. (05)

Q.2

- a) What are the types of communications in organizations? (10)
- b) Discuss about the types of Information Systems.

Q.3

- a) How does the business intelligence process work and what are the benefits Of BI? (10)
- b) What is ERP and what are the benefits of using ERP systems (10)

Q.4

- a) Explain about the components and objectives of MIS. (10)
- b) What is information security Management? Explain. (10)

Q.5

- a) Discuss why vendor management is important and what are the ways for effective vendor management. (10)
- b) Explain how MIS can improve organizational effectiveness. (10)

Q.6

- a) Explain about the types of Decision Support Systems and its purpose in MIS. (10)
- b) What is CRM? Explain how CRM help organizations in quality decision making. Justify your answer with a suitable example. (10)
