

Time: 2½ hrs.

Marks:75

Note:

1. All questions are compulsory with internal options.
2. Figures to the right indicate full marks.
3. Draw neat diagram wherever necessary.

Q.1 (A) Fill in the blanks with the correct answer from the alternatives given below. (08)
(Attempt any 8)

- 1) The back bone of any organization is_____
(a) Information (b) Employee
(c) Management (d) Capital
- 2) The flow of information through MIS is
(a) Need Dependent (b) Organization Dependent
(c) Information Dependent (d) Management Dependent
- 3) The _____ should plan well and execute perfectly the implementation of ERP.
(a) Organisation (b) System Developers
(c) Vendors (d) Top Management
- 4) Which is one of the most critical steps in the ERP implementation?
(a) Creation of Organisational Model (b) Creation of Integrated Data Model
(c) Creation of Business Model (d) Creation of Data Model
- 5) _____ is a collection of related data organized in a way that can be easily accessed, managed and updated
(a) Table (b) Columns
(c) Rows (d) Database
- 6) A database contains _____ elements
(a) Table (b) Columns
(c) Rows (d) All of the above
- 7) _____ are also referred to as fields
(a) Table (b) Columns
(c) Rows (d) Database
- 8) _____ are also referred to as records
(a) Table (b) Columns
(c) Rows (d) Database

- 9) BPO destination?
- (a) Reliable telecommunications infrastructure (b) Cost of labour
(c) Strong regulatory framework (d) All of the above

10) BPO companies involved in transcription normally

- (a) Capture data and translate it into text (b) Listen to a conversation on-line and translate it into text
(c) Transforming an audio file into text (d) Translate from one language into a different language

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) MIS processes information to support the decision making process of a manager.
(2) DSS is an information system application that assists decision-making.
(3) In three-tier ERP architectures, the server handles both application and database duties.
(4) Enterprise Resource Planning (ERP) is an example of a single user database.
(5) Database server is accessible to all users.
(6) Redundancy refers to accuracy of data.
(7) The role of ETL process is to identify erroneous data and to fix them.
(8) Classification technique is used in data warehouse.
(9) Data management is a front office service.
(10) Niche BPO handles one aspect of a process only.

Q.2 A. Explain MIS (Management Information System) and its objectives in detail. (08)
B. Explain Computer Aided Design in detail. (07)
OR

Q.2 P. What is BES (Business Expert Systems)? Draw neat diagram. (08)
Q. Explain Marketing subsystem and manufacturing subsystem in detail. (07)

Q.3 A. Explain in detail what is ERP (Enterprise Resource Planning). (08)
B. What is E-CRM (Electronic Customer Relationship Management)? (07)
OR

Q.3 P. What is ERP (Enterprise Resource Planning) architecture? Explain its types. (08)
Q. Explain activities of E-SCM? (07)

Q.4 A. What is Database? Explain its advantages. (08)
B. What is Data warehouse? Explain its advantages. (07)
OR

Q.4 P. Explain 3 level schema in database. (08)
Q. Explain the following: (07)
a. Domain integrity b. Entity Integrity c. Foreign key integrity

Q.5 A. Explain in detail what is outsourcing with example. (08)
B. What are the scope of outsourcing? (07)
OR

Q.5 **Write short notes on (Attempt any 3) (15)**

- (1) Explain in detail what is CAD (Computer Aided Design) ?
(2) Explain application of ERP (Enterprise Resource Planning).
(3) What are techniques of Data mining?
(4) State the difference between KPO (Knowledge Process Outsourcing) and BPO (Business Process Outsourcing).
(5) Explain BPO (Business Process Outsourcing) business model?

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