

Time: 2½ hrs.

Marks:75

Note:

1. All questions are compulsory with internal options.
2. The figures to the right indicate full marks.
3. Draw a 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) Business intelligence (BI) is the process of:
 - (a) Collecting and storing data
 - (b) Analyzing data to gain insights
 - (c) Securing data from breaches
 - (d) Managing software licenses
- (2) A report generated by an MIS that compares actual performance to planned results is called a:
 - (a) Transaction report
 - (b) Exception report
 - (c) Variance report
 - (d) Summary report
- (3) An MIS can be used to support all levels of management, including:
 - (a) Top management
 - (b) Middle management
 - (c) Operational management
 - (d) All of the above
- (4) E-SCM can help businesses achieve:
 - (a) Increased customer churn rate
 - (b) Reduced inventory levels
 - (c) Delayed product deliveries
 - (d) Inefficient logistics processes
- (5) CRM software allows companies to track:
 - (a) Customer purchase history and preferences
 - (b) Employee performance data
 - (c) Production line activity
 - (d) Financial statements
- (6) ERP systems can help businesses in all of the following ways EXCEPT:
 - (a) Streamlining order processing
 - (b) Developing new product ideas
 - (c) Improving financial reporting accuracy
 - (d) Enhancing collaboration between departments
- (7) A data warehouse typically integrates data from:
 - (a) Social media platforms only
 - (b) Multiple operational databases
 - (c) User feedback forms
 - (d) Web server logs
- (8) Data mining is a technique used to:
 - (a) Extract hidden patterns and trends from data
 - (b) Organize data in tables
 - (c) Secure data from unauthorized access
 - (d) Manage database users
- (9) Business Process Outsourcing (BPO) involves:
 - (a) Managing internal IT infrastructure
 - (b) Upgrading software applications
 - (c) Contracting out non-core business functions
 - (d) Implementing data security measures
- (10) Nearshoring involves outsourcing to companies in:
 - (a) A different continent
 - (b) Geographically close countries
 - (c) Developed nations with high labour costs
 - (d) Companies with similar time zones

(B) State whether the following statements are True or False. (Attempt any 7) (07)

- (1) MIS is a static system.
- (2) End-user training is crucial for an MIS to be effective.
- (3) MIS can provide a competitive advantage.

- (4) ERP (Enterprise Resource Planning) is a software system that integrates various business functions like finance, accounting, human resources, and manufacturing.
- (5) A database management system (DBMS) is simply a software application to store data.
- (6) Relational databases are the most common type, where data is organized in tables with rows and columns, and relationships are established between tables.
- (7) Data warehouses store real-time data for operational purposes.
- (8) Outsourcing is only suitable for large businesses.
- (9) Scalability is a potential benefit of outsourcing.
- (10) Security concerns should be thoroughly addressed before outsourcing any IT services.

- Q.2 (a) Explain structure of MIS based on processing function (08)
 (b) Explain any 6 classification of failures in system (07)

OR

- Q.2 (p) Explain Finance subsystem and logistic subsystem in detail. (08)
 (q) What is Material Requirement Planning (MRP)? (07)

- Q.3 (a) Explain ERP (Enterprise Resource Planning) in detail. (08)
 (b) Explain customer life cycle. (07)

OR

- Q.3 (p) Explain CRM and workflow automation. (08)
 (q) Explain Privacy issues in CRM (07)

- Q.4 (a) State the difference between Data Warehouse and Data Mart. (08)
 (b) Explain Data Independency. (07)

OR

- Q.4 (p) What is data mining? Draw a neat diagram. (08)
 (q) What is Database? Explain its advantages. (07)

- Q.5 (a) What is the need of outsourcing? (08)
 (b) State and explain what are BPO segments. (07)

OR

- Q.5 (p) Write short notes on (Attempt any 3) (15)
- (1) Explain the following:
 - a. HRO
 - b. RPO
 - (2) What is the process of ETL (Extract, Transform, Load) in the context of data warehousing?
 - (3) Explain the trends in global outsourcing industry.
 - (4) Explain the following:
 - a. MBPO
 - b. CPO
 - (5) Explain Function of HRIS in detail

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