

Con. 5142-09.

SP-6680

(3 Hours)

[Total Marks : 100

- N.B. :** (1) Question No. 1 is **compulsory**.
 (2) Attempt any **four** questions out of remaining **six** questions.
 (3) All questions carry **equal** marks.

1. (a) What is DSS ? Explain with the help of example structured and unstructured decision. **10**
 (b) Describe in detail steps in project planning. **10**
2. (a) Today the major problem metros like "Mumbai, Delhi, Chennai, Kolkata", are facing Traffic Congestion, which is resulting in loss of time, money, patience and peace. Identify different stakeholders for this problem. Prepare conceptual design of the system which will help in reducing traffic congestion. **10**
 (b) What is system maintenance ? Discuss the types of system maintenance. **10**
3. (a) Explain how DSS is used in educational system. **10**
 (b) Discuss with example how CRM can be used to manage the relationship with customers. Give names of two commercial CRM packages and companies. **10**
4. (a) Draw and explain functional subsystems in an MIS used by manufacturing concern. **10**
 (b) MIS has been "pushed" by computer technology. Explain. **10**
5. (a) Write a short note on MIS as an evolving concept. **10**
 (b) Define management information system. Describe MIS as a pyramid structure. **10**
6. (a) What is supply chain management ? What is need of SCM ? Explain working and advantages of SCM. **10**
 (b) What is ERP ? What are benefits of ERP ? What factors are important while selecting ERP package ? **10**
7. Write short notes on any **two** of the following :- **20**
 - (a) Procurement Management System
 - (b) Detail Documentation of an MIS
 - (c) MIS Techniques for Making Programmed Decisions.
