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**END SEMESTER EXAMINATION, MAY - 2026****B. B. A. Semester – IV****Paper Code: 541222****Subject Name: Management Information System****Subject Code: BBA403****Time allotted: 03 Hours****Max. Marks: 100****Note: Read all the instructions carefully.**

|             |                                                                                                                 |                  |
|-------------|-----------------------------------------------------------------------------------------------------------------|------------------|
| <b>Q.1.</b> | <b>Objectives Type (Very short/ Short Answer, MCQ, One-liners, Fill in the Blank, True/ False) Attempt all.</b> | <b>(10x2=20)</b> |
| <b>a.</b>   | Define DSS.                                                                                                     | (CO1)            |
| <b>b.</b>   | Define legal feasibility.                                                                                       | (CO1)            |
| <b>c.</b>   | What is direct software installation?                                                                           | (CO1)            |
| <b>d.</b>   | What is the role of system administrator?                                                                       | (CO1)            |
| <b>e.</b>   | Explain system testing.                                                                                         | (CO1)            |
| <b>f.</b>   | What is diagnostic information?                                                                                 | (CO1)            |
| <b>g.</b>   | Define DFD.                                                                                                     | (CO1)            |
| <b>h.</b>   | Define the term "business intelligence" in MIS.                                                                 | (CO1)            |
| <b>i.</b>   | Explain the concept of data mining.                                                                             | (CO2)            |
| <b>j.</b>   | Define cloud computing.                                                                                         | (CO2)            |
| <b>Q.2.</b> | <b>Short notes / Short Answer Type (Attempt any five out of Seven)</b>                                          | <b>(5x4=20)</b>  |
| <b>a.</b>   | Define programmed decisions. List five examples of programmed decisions.                                        | (CO2)            |
| <b>b.</b>   | Differentiate between data and information.                                                                     | (CO3)            |
| <b>c.</b>   | Explain important features and components of MIS.                                                               | (CO3)            |
| <b>d.</b>   | Explain the Strengths and weakness of Spiral Model                                                              | (CO3)            |
| <b>e.</b>   | Differentiate between system analyst and system administrator.                                                  | (CO4)            |
| <b>f.</b>   | Analyze the various domains related ITES.                                                                       | (CO4)            |
| <b>g.</b>   | Explain various stages of system maintenance.                                                                   | (CO4)            |

P.T.O./-

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| <b>Q.3.</b> | <b>Structured Question (Attempt any three out of four)</b>     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>(3x10=30)</b> |
|             | <b>a.</b>                                                      | Explain the types of information. Give example of each information type.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | (CO4)            |
|             | <b>b.</b>                                                      | Explain decision support system. Determine the important components of DSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | (CO5)            |
|             | <b>c.</b>                                                      | Analyze the five important phases of system analysis and design (SAD).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | (CO5)            |
|             | <b>d.</b>                                                      | Discuss the various computer threats. Suggest remedies. Determine the ethical issues emerging in current techno-oriented organizations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (CO5)            |
| <b>Q.4.</b> | <b>Long Answer / Essay type (Attempt any two out of three)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>(2x15=30)</b> |
|             | <b>a.</b>                                                      | Explain in detail Computer Aided Software Engineering (CASE). How it helps in information system development.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (CO5)            |
|             | <b>b.</b>                                                      | Elaborate the principle of ERP implementation in an organization. Explain one suitable approach of ERP implementation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | (CO6)            |
|             | <b>c.</b>                                                      | <p><b>Case Study:</b><br/> StarBank, a mid-sized commercial bank with branches across the country, faced growing competition and increasing customer demands for faster, more reliable services. Its traditional banking operations relied heavily on manual data entry and disconnected systems, leading to frequent delays in processing transactions, poor customer service, and limited insight into performance metrics.<br/> To overcome these challenges, StarBank implemented a centralized Management Information System (MIS) to streamline its operations. The new MIS integrated various banking functions including customer account management, loan processing, risk assessment, and compliance reporting. With real-time data access, branch managers and executives could now monitor branch performance, track financial indicators, and detect irregularities instantly.<br/> The MIS allowed for faster loan approvals, improved fraud detection, and better resource allocation. As a result, customer satisfaction increased by 30%, and the bank reported a significant decrease in operational costs and risks. The system also enabled the bank to comply more easily with regulatory requirements by generating timely and accurate reports.<br/> <b>Question :</b><br/> i. What operational problems did StarBank face before implementing the MIS?<br/> ii. In what ways did the MIS enhance customer service and regulatory compliance?<br/> iii. What factors should a bank consider when choosing and implementing an MIS?</p> | (CO6)            |

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