Duration 2 ½ hours

QP Code : 34562

Max marks: 75

NOTE :
    i.   **All questions are compulsory.**
    ii   **Figures to the right indicate full marks.**
    iii   **Draw neat and clean diagram whenever necessary.**

Q1. Choose correct alternatives. (Any 8)   **8 Marks**

1. _____ predicts future trends & behaviors, allowing business managers to make proactive, knowledge-driven decisions.
   a) Data Warehouse
   b) Data mining
   c) Datamarts
   d) Metadata

2. The most important reason for failure of MIS is _____.
   a) Use of proper tools for design
   b) Non-involvement of end-user
   c) Improper Specification
   d) None of the above

3. An information system that supports the planning and assessment needs of executive management is
   a) DSS
   b) TPS
   c) ERP
   d) None of the above

4. In _____ type of BPO, customer has to carry out significant part of process in-house
   a) Transactional BPO
   b) Niche BPO
   c) Comprehensive BPO
   d) None of the above.

5. ERP system is built on a _____ utilising a common computing platform
   a) Centralised database
   b) Individual databases
   c) Modular databases
   d) Centralised layout

6. The full form of OLAP is _____
   a) Online Analytical Processing
   b) Online Advanced Processing
   c) Online Advanced Preparation
   d) Online Analytical Performance

7. The primary key having two or more attributes is called as _____
   a) Super Key
   b) Composite Key
   c) Candidate Key
   d) None

8. Data Cleaning is the process of _____.
   a) Searching through consistent data
   b) Editing/Removing inconsistent data
   c) Removing historical data
   d) Editing past data

9. KPO requires _____
   a) Advanced analytical and technical skills
   b) High degree of specialist expertise
   c) Neither as a nor b
   d) Both a & b

10. Who are the primary users of SCM systems?
    a) Accounting, finance, logistics, and production
    b) Sales, marketing, customer service
    c) Customers, resellers, partners, suppliers, and distributors
    d) All of the above

[Turn over

Q1.B   State whether the following statements are True or False (Any 7)   7 Marks

1.   The role of ETL process is to identify erroneous data and to fix them.
2.   The relational database model was created by E.F. Codd.
3.   Redundancy refers to accuracy of data.
4.   Knowledge Management is a component of DSS.
5.   Enterprise Resource Planning (ERP) is an example of a single user database.
6.   The basic idea of CRM is to treat different customer differently.
7.   Surveys and market research are the examples of inbound services.
8.   Business Intelligence is a part of XRP.
9.   Outsourcing eliminates risk management part completely.
10. Classification technique is used in data warehouse.

Q2.   A.   Define MIS? Explain the Characteristics of MIS?   8 Marks
         B.   What are the Reasons for the failure of MIS?   7 Marks

OR

Q2.   A. Explain any five applications of DSS?   8 Marks
         B. Discuss the Relationship of DSS with MIS?   7 Marks

Q3.   A. Explain in brief Lifecycle of ERP?   8 Marks
         B. How does workflow automation help CRM?   7 Marks

OR

Q3.   A. Explain in brief the different Components of E-SCM.   8 Marks
         B. Write a note of Architecture of ERP.   7 Marks

Q4.   A. What are the different types of Keys in DBMS?   8 Marks
         B. What is DBMS? Why do we need databases? Explain with example.   7 Marks

OR

Q4.   A. Explain the Data Warehouse Architecture with suitable diagram.   8 Marks
         B. What are the challenges faced by KPO industry?   7 Marks

Q5.   A. What are the benefits of Business Process Outsourcing?   8 Marks
         B. Explain in brief Cloud computing service model?   7 Marks

OR

Q5.   **Write Short Notes (Any 3)**   15 Marks
1.   Marketing & Sales System
2.   Extended ERP
3.   Data mining
4.   Integrity Constraints
5.   ITO

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