

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

1. (a) Define Information system. Describe roll of information system in Business Organizations? [10]  
(b) What is Decision Support System(DSS)? Explain structure of DSS How does it differ from Management Information System ( MIS )? [10]
2. (a) What is Systems Approach? How Systems Approach is beneficial for MIS design? [10]  
(b) Explain the strategic planning process [10]
3. What are different tasks performed during Conceptual System Design? Discuss each task in detail. Explain documentation of Conceptual system design. [20]
4. What are the different tasks performed during Detailed System Design? Discuss each task in detail [20]
5. (a) Discuss MIS application in service sector with example of any service Industry. [10]  
(b) Describe the pitfalls during planning and design phase of MIS [10]
6. (a) Define CRM. What are the basic objectives of CRM? Explain different types of CRM? [10]  
(b) What is ERP? What are benefits of ERP? What factors are important While selecting ERP Package. [10]
7. Write notes on any two of the following : [20]
  - (a) Evaluation and Maintenance of MIS
  - (b) Supply Chain Management (SCM)
  - (c) Procurement Management System (PMS)
  - (d) MIS application in Manufacturing Sector