

BCA-102

BUSINESS SYSTEMS AND APPLICATIONS

Time Allotted: 3 Hours

Full Marks: 70

The questions are of equal value.

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP A

(Multiple Choice Type Questions)

1. Answer all questions. 10×1 = 10
- (i) Simon's model of decision making involves
- | | |
|------------------|------------------|
| (A) intelligence | (B) design |
| (C) choice | (D) all of these |
- (ii) TPS maintains
- | | |
|---------------|--------------------|
| (A) DBMS | (B) data warehouse |
| (C) data mart | (D) none of these |
- (iii) DSS implementation consists of
- | | |
|---------------------|---------------------|
| (A) dialog module | (B) database module |
| (C) model subsystem | (D) all of these |
- (iv) Detailed MIS design phase addresses the key issues of
- | | |
|--------------------|-------------------|
| (A) user interface | (B) screen design |
| (C) output layouts | (D) all of these |
- (v) EDI stands for
- | | |
|---------------------------------|---------------------------------|
| (A) electronic data interchange | (B) electronic device interface |
| (C) electronic data informace | (D) none of these |

- (vi) e-mail is an important function of
 (A) expert system (B) OAS
 (C) TPS (D) DSS
- (vii) is also known as paperless office.
 (A) MIS (B) OAS
 (C) TPS (D) ESS
- (viii) Function of Management includes
 (A) planning (B) organizing
 (C) control (D) all of these
- (ix) Detailed design phase for MIS addresses the key issues of
 (A) screen layouts (B) output layouts
 (C) user interface (D) all of these
- (x) Re-engineering is
 (A) fundamental rethinking
 (B) radical redesign of business process
 (C) both (A) & (B)
 (D) none of these

GROUP B
(Short Answer Type Questions)

Answer any *three* questions.

3×5 = 15

- | | | |
|----|--|-----|
| 2. | What is SDLC? Describe its parts? | 3+2 |
| 3. | What is ERP architecture? | 5 |
| 4. | What is information system? Briefly explain the parts of the system. | 2+3 |
| 5. | What is IS strategy? Describe "Business Process Reengineering". | 2+3 |
| 6. | Briefly describe "Data Warehousing". | 5 |

GROUP C
(Long Answer Type Questions)

Answer any *three* questions.

3×15 = 45

7. (a) What are the characteristics of short term and long term IS planning? Explain them. 6+2+7
(b) What is Executive Information System?
(c) Explain the applications of AI in different fields.
8. Write short notes on any three of the following: 3×5
(a) Groupware
(b) Virtual Office
(c) CRM
(d) Documentation
(e) TQM
9. (a) What is your opinion about Office Automation? 5+10
(b) What is business process re-engineering? What steps are required to make it possible?
- 10.(a) Explain distributed database processing and compare it with centralized processing. 4+4+3+4
(b) What are the disadvantages of a DBMS in a business information system?
(c) What is the difference between exception reports and demand reports? Explain with an example.
(d) What is organizational hierarchy?
- 11.(a) Describe the general model of any TPS with suitable example. [4+(3+3)+5]
(b) Why has office automation system gained greater importance in recent years? Identify different types of office automation system.
(c) What is understood by client server computing? Explain with suitable sketches.