



- iv) focus primarily on implementing the policies and strategies.
 - a) Middle managers b) Top level managers
 - c) First line supervisor d) All of them.

- v) In most organizations middle managers more often engage in medium or short term planning known as
 - a) strategic planning
 - b) tactical planning
 - c) operational planning
 - d) all of these.

- vi) is the process of gathering information about what consumers want and need.
 - a) Market research b) Need research
 - c) People research d) All of these.

- vii) is an active process by which an individual attends to certain stimuli and then organizes them in a meaningful way.
 - a) Perception b) Forecasting
 - c) Objectivity d) Subjectivity.

- viii) EDI stands for
 - a) Electronic Data Interchange
 - b) Electronic Data Interaction
 - c) Electronic Demand Interchange
 - d) Electronic Demand Interaction.



- ix) The use of multiple computers, usually interconnected into networks by means of telecommunications, is called
- a) Distributed processing
 - b) Collaborative processing
 - c) Shared processing
 - d) Information processing.
- x) controls all the resources of a computer system and enables multiple users to run their programs on a computer system without being aware of the complexities of resource allocation.
- a) Hardware
 - b) Operating system
 - c) Database
 - d) Procedure.
- xi) EIS should offer the capabilities to into the data.
- a) Drill down
 - b) Drill up
 - c) Drill diagonal
 - d) All of these.
- xii) Value chain helps in developing where the costs need to be contained and the value can be enhanced.
- a) Leverage point
 - b) Break-Even point
 - c) Mid-point
 - d) All these.



GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Differentiate amongst Internet, Intranet and Extranet.
3. Write the difference between LAN, MAN and WAN.
4. Distinguish between B2C and C2B.
5. Explain the information need of different levels of management.
6. Differentiate DBMS & RDBMS.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. a) What are the typical information requirement of different levels of management ?
b) What is office automation system ?
c) Indicate the difference between MIS & DSS. $4 + 6 + 5$
8. a) What do you mean by a system ?
b) Describe the various stages of SDLC.
c) What are the drawbacks of Waterfall Model ? $2 + 8 + 5$
9. a) What do you mean by "mail merge" ? Write down the steps of mail merge.
b) Write down the various steps of creating chart in MS-Excel.
c) What are the advantages of using mail merge. $7 + 5 + 3$
10. Elaborate with example the following methods :
a) Batch processing
b) On-line processing
c) Real Time Processing. $5 + 5 + 5$
11. Write short notes on any *three* of the following : 3×5
a) TPS
b) DSS
c) Fireball in Banking System
d) Electronic Fund Transfer
e) Spiral model of system development.