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Name:	\$
Roll No.:	An Alasana Williamshilipe Stad Excellent
Inviailator's Sianature :	

CS/MCA/SEM-1/MCA-102/2011-12

2011 BUSINESS SYSTEMS AND APPLICATION

Time Allotted: 3 Hours Full Marks: 70

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. Choose the correct alternatives for the following:

 $10 \times 1 = 10$

- i) Expert system is a part of
 - a) CRM

b) AI

c) ERP

- d) none of these.
- ii) MYCIN is related with
 - a) Business
- b) E-com
- c) Medical sciences
- d) none of these.
- iii) OLTP stands for
 - a) Online transaction processing
 - b) Online time processing
 - c) Offline transaction processing
 - d) none of these.

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- iv) Enterprise resource planning systems attempt to
 - a) Plot a starship course
 - b) Provide knowledge when and where it is needed
 - c) Plan the strategy of a firm
 - d) Integrate repetitive transaction processing system.
- v) Sensitivity analysis is used to
 - a) Choose uncontrollable variables
 - b) Set up a model and define its variables
 - c) Check how changes in the independent variables affect the dependent variables
 - d) none of these.
- vi) Which of the following is not a basis for classifying DSS?
 - a) Degree of dependency
 - b) Degree of non-procedurality
 - c) Case based *vs* population based
 - d) Institutional *vs* ad hoc
 - e) Readymade *vs* custom made.
- vii) Which of the following capabilities is best differentiate EIS from DSS?
 - a) What-if
- b) Modeling
- c) Graphics
- d) User interface.
- viii) Intangible benefits of supply chain management do not include
 - a) Information visibility
 - b) Transportation logistics cost reduction
 - c) Improved process
 - d) Standardization
 - e) flexibility.



- ix) Which of the following is a form of Declarative knowledge?
 - a) Collection of facts
- b) Conceptual graphs
- c) Logical proposition
- d) all of these.
- x) Decision table contains condition and
 - a) values

b) action

c) table

d) relationship.

GROUP - B

(Short Answer Type Questions)

Answer any three of the following.

 $3 \times 5 = 15$

- 2. What is transaction? Explain briefly the role of Transaction Processing Systems (TPS) in business process.
- 3. What is SDLC and its various phases?
- 4. What are the major advantages of a goal seeking over a whatif analysis?
- 5. Distinguish between individual DSS and group DSS. Explain why the user is considered a component of the DSS. 3 + 2
- 6. How can efficiency and effectiveness of a system be measured? Which of these is most important? Why?

2 + 1 + 2

GROUP - C

(Long Answer Type Questions)

Answer any three of the following.

 $3 \times 15 = 45$

- 7. a) What is GDSS? What are the three computer based supports available in GDSS? 3 + 4
 - b) What is expert system? Write down the advantages and disadvantages of expert system. 2 + 6

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8. a) What are the main characteristics and limitations of an Expert System? 4×2 Differentiate between the following: b) i) Declarative knowledge and Procedural knowledge ii) Human intelligence and Machine intelligence Structured decisions and Unstructured decisions. iii) iv) Data warehouse and Data mart. 9. You are about to buy a car. Follow Simon's four phase a) model and describe your activities in each step. 9 Discuss the four major decision areas of supply chain b) 6 management. Define the input, process, outputs for the following 10. a) 2 + 2 + 2 + 2i) operating systems (software) ii) accounting system iii) heating system iv) school system. Define a database and database management system. b) Describe how it solves the problem of a traditional file environment. 2 + 2 + 311. Write short notes on any three of the following: 3×5 a) Total Quantity Management Simulation and decision variables b) Network Topology c)

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Virtual Office.

Data Flow Diagram

d)

e)