

Seat No. : \_\_\_\_\_

**LH-129**

**April-2014**

**Fourth Year M.B.A. (KS) Integrated  
Computer & MIS – II**

**Time : 2 Hours]**

**[Max. Marks : 50**

1. Attempt the following : **10**
  - (a) What is SDLC ? Briefly describe the activities it includes.
  - (b) What are the tools in the context of system analysis and design ? What types of tools are there ?
  
2. (a) Develop a Data Flow Diagram for computerized Airline Reservation System. Use the correct Notations. Prepare context and first level diagram. **5**  
(b) Explain a Decision Table with an example. **5**
  
3. (a) What is the purpose of DSS in MIS ? **4**  
(b) Explain the following : (any **two**) **6**
  - (1) Artificial Intelligence
  - (2) Benefits of E.S.
  - (3) Informating Reporting and EIS
  
4. Explain the following terms : (any **5**) **10**
  - (1) DOS
  - (2) Worms
  - (3) Security Threats
  - (4) Code of Ethics
  - (5) BFIS
  - (6) Firewalls

**OR**

- (a) Explain the importance of CRM & e-CRM in ERP. **5**
- (b) Explain Disaster Management. **5**

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5. Attempt any **two** :

**10**

- (a) Explain how Encryption/Decryption prevents unauthorised person read or change the messages.
  - (b) What is the key benefits of the following measures ?
    - (1) Load Balancing
    - (2) Mirroring
    - (3) Clustering
  - (c) ERP/CRM solutions are configurable to customer requirements. What is the benefits of this feature ?
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