



Name :
Roll No. :
Invigilator's Signature :

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)

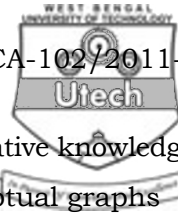
1. Choose the correct alternatives for the following :

10 × 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.



- 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 what-if 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. $2 + 6$



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