

Duration 2 ½ hours

Max marks: 75

- NOTE :**
- i. All questions are compulsory.**
 - ii Figures to the right indicate full marks.**
 - iii Draw neat and clean diagram whenever necessary.**

Q1. Choose correct alternatives. (Any 8)

8

1. The information of MIS comes from the
 - a) Internal source
 - b) External source
 - c) Both Internal and external source
 - d) None of the above
2. _____ reports are presented in determined formats at specified intervals of time
 - a) Triggered
 - b) Demand
 - c) Periodic
 - d) Plan
3. _____ is a form of prepaid account that stores users financial data like debit and credit card information to make an online transaction easier.
 - a) E-wallet
 - b) Smart card
 - c) E-cash
 - d) Stored value card
4. The back bone of any organization is
 - a) information
 - b) employees
 - c) management
 - d) capital
5. Act, Plan, Do and _____ is a 4-processes of TQM
 - a) Improve
 - b) Measure
 - c) Define
 - d) Check
6. Which short cut used select in tally erp9 to select the ledger?
 - a) ctrl+L
 - b) alt+ L
 - c) ctrl+shift+L
 - d) alt+shift+L
7. _____ gives the right information to right person at right time to take right decision.
 - a) Business process
 - b) MIS
 - c) Ecommerce
 - d) Accounting System
8. _____ is one of the type of MIS.
 - a) DSS
 - b) BP
 - c) BPM
 - d) Data
9. EDI stands for _____.
 - a) Electronic Data Interchange
 - b) Ecommerce Document interchange
 - c) Electronic Data Internet
 - d) Ecommerce Document internet
10. _____ covers all the business processes relating to fulfilling customer request for goods or services.
 - a) P2P
 - b) O2C
 - c) CEO
 - d) Finance

- Q1.B State whether the following statements are True or False (Any 7) 7**
- 1) A Business Process has to be manual only.
 - 2) OAS stands for office accounting Software is one of the type of MIS.
 - 3) Supporting Processes is a type of Business Process.
 - 4) Demand reports are report used in a specific situation.
 - 5) A business process is a series of steps performed by a group of stakeholders to achieve goal.
 - 6) Order fulfilment contain Pick, Pack, and shop process.
 - 7) CRM stands for Component Reengineering management.
 - 8) TPS stands for transaction processing system.
 - 9) E –wallet is a form of an electronic payment system.
 - 10) PayPal is the first payment gateway.
- Q2. A. Explain the Flow of business process for accounting, purchase, sales and finance? 15**
- OR**
- Q2. B. Define BPM? Explain in brief Principles of Business Process Management? 15**
- Q3. A. Define E-Commerce? What are the Advantages and Disadvantages of E-Commerce? 15**
- OR**
- Q3. B. What are the Strategies for Marketing, Sales & Promotion? 8**
- Q3. C. Explain in brief Value chains in E Commerce? 7**
- Q4. A. What is MIS? Explain Need for MIS and its Characteristics in brief? 15**
- OR**
- Q4. B. Explain the Role of Management Information System? 8**
- Q4. C. What Knowledge is required for studying MIS? 7**
- Q5. A. What is the different function keys used in Tally software? 15**
- OR**
- Q5. Write Short Notes (Any 3) 15**
1. MIS and Computer
 2. Problem in MIS
 3. Types of Audit
 4. Function of MIS
 5. Electronic Markets
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