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MCA (Revised)
Term-End Examination
December, 2014

**MCS-052 : PRINCIPLES OF MANAGEMENT AND
INFORMATION SYSTEMS**

Time : 2 hours

Maximum Marks : 50

Note : Question no. 1 is compulsory. Answer any three questions from the rest. Attempt all parts of a question together.

1. (a) What are evolutionary algorithms ?
Explain the different branches of evolutionary algorithms. 5
- (b) Explain the various components of ERP. 5
- (c) What is an organisational structure ?
Explain the basic principles used for designing an organisational structure. 5
- (d) What is Decision Support System (DSS) ?
What are the advantages of DSS ? 5
2. (a) Define Total Cost of Ownership (TCO).
Explain briefly the cost factors used in finding the TCO. 5
- (b) What is Transaction Processing System ?
Explain the features of a transaction processing system with an example. 5

3. (a) What is Knowledge Capturing ? Explain different stages of knowledge capturing with an example. 5
- (b) Explain the impact of information system on business management and organisational growth. 5
4. (a) What is portfolio management ? Explain the different objectives of portfolio management. Also, explain the methods used for balancing the portfolio. 5
- (b) What is Customer Relationship Management (CRM) ? How is CRM different from ERP ? Explain. 5
5. Write short notes (in 120 words each) on the following : $4 \times 2 \frac{1}{2} = 10$
- (i) Knowledge Workers
- (ii) Social impact of Information Systems
- (iii) Wikis
- (iv) Ethics and Internet
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