

CS507 Grand Quiz Spring 2021

1. Criteria for designing models and systems to support management decisions include all of following except.....
 - a. Simplicity
 - b. Robustness
 - c. Completeness of relevant detail
 - d. **Delicate**
2. Architecture is the ... that provides the conceptual foundation for building information infrastructure and specific applications
 - a. **Blueprint**
 - b. Manager
 - c. Coordinator
 - d. Accountant
3. are constrained problems with solutions that apply limited number of rules and principles within well-defined parameters.
 - a. **Unstructured problems**
 - b. **Structured problems**
 - c. **Semi-structured problems**
 - d. **Dual unstructured problems**
4. is not a sub system of CBIS
 - a. **Management information system**
 - b. **Support system**
 - c. **Knowledge system**
 - d. **Date system**
5. In incremental model approach Is the core product which usually addresses the basic requirements of the system.
 - a. **First increment**
6. Mixed management style is a combination of both and management style.
Authoritative and Participative
7. CAD stands for **Computer Aided design**
8. **DSS involves the analysis of many units of data in a heuristic fashion**
9. Phase of it planning, the selected strategies are divided into a series of projects which are scheduled for implementation depending upon relative priorities and resources availability ANS: **Tactical plan**
10. **Orientation** is the start-up phase, required to establish the scope of the plan.
11. **Call Center** refers to a department within a company or a third-party organization that handles telephone sales and/or service
12. **Cognitive process** is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.
13. **Intuitive decision making** is one of the cognitive type decision making problem is approached with multiple methods using trial and error to find a solution.
14. Which of the following is an international and multinational organization, which was

created as a result of the Uruguay round of discussion in 1994 to harmonic world trade. **WTO**

15. **Implementation** phase of decision making process involves implementing the selected course of action.
16. A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of system development **False**.
17. Which of the following is a problem solving technique that re-assembles a system's components back into a complete system. **System Design**
18. Video lectures delivered by CS507 Instructor can be categorized as _____ information source.
19. Any knowledge that can be expressed in numbers or words is called as **data**
20. **Information Architecture** is a structural design of shared information environments.
21. Which of the following have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results? **System**
22. **Transaction Processing System** is used to record transactions of routine and repetitive nature.
23. In **Closed Loop System** part of the output is fed back to the system to initiate control to change either the activities of the system or input of the system.
24. **Physical design** involves breaking up the logical design into units.
25. Information is a subset of **data** which adds to the knowledge.
26. Online analytical processing (OLAP) is an example of **data driven DSS**
27. All systems have **inputs, outputs, and feedback** and maintain a basic level of equilibrium
28. In **Waterfall /Classic Life Cycle Model**, phases are in a cascading manner linking the output of one to the input of the next.

29. Decision in real life usually Have multiple options.
30. Book store is an example of Open system
31. The level of reporting that could meet the information needs of the clients is best suited for Medium organization
32. For a business it is necessary to stay in market to produce the goods according to the desire of the consumers
33. School library is an example of Closed System.
34. A system is a group of elements that are integrated with the common purpose of achieving an objective
35. The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools
36. Employees might be unwilling to accept the high level of responsibility if organization is dominated by top management and the culture is autocratic
37. A primary information source is a source created at the time of an event by an individual who was there.
38. Model is an abstract representation that illustrates the components or relationships of a phenomenon
39. Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem solving
40. Which of the following is not an external source of information to an organization
Formal reporting system
41. Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time. Order processing subsystem
42. Which of the following
43. Information system must fulfill the needs of the business
44. In which of the following models, the development approach is based on producing deliverables frequently/repetitively Iterative
45. Planning process is concluded by recommending a monitoring and control mechanism.
46. Which of the following
47. With closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.
48. Individuals prefer to avoid new uncertain alternatives and rely on SOP's.
49. An information system in which information from the system not used for control purpose is called as Open-Loop System.
50. Design process begins with identifying system users and then identifying their needs.
51. According to Garbage Can model, organizations are not rational
52. Information quality checklist is the criteria to evaluate Quality of information.
53. Feedback System is an integral of Closed Loop System
54. The reports generated by the MIS are used for analytical decision making by the management.
55. Organization is a permanent arrangement of elements.
56. Semi structured is a grey area which lies between the structured and unstructured range
57. A system that is not connected with its environment is called Closed System

58. A system that is connected to its environment by means of resource flows is called an **open system**
59. In **medium Size** organizations all the critical managerial positions are usually controlled by the family members
60. **DSS** system can be used to simulate the consequences of each alternative generated.
61. Where problem is recurring and repetitive, the **common** factors can be identified in order to identify a particular course of action.
62. **Neutral Network Model** seeks to put intelligence into the hardware in the form of generalized capability to learn.
63. Which of these system helps in non routine decision making? **DSS**
64. The study of business problem domain to recommend improvements and specify the business requirements for the solution is called **system analysis**
65. **Graphical** Models represent its entities with an abstraction of lines, symbols or shapes.
66. Decision making is the cognitive process of selecting a course of action from **multiple** alternatives.
67. Which of the following software based production planning and inventory control system for material procurement and scheduling **Materials Requirement Planning (MRP)**
68. **Tactical Plan** Is the selected strategies are divided into a series of projects which are scheduled for implementation depending upon relative priorities and resource availability
69. **System development** refers to the structuring of hardware and software to achieve the effective and efficient processing of information
70. An information system that automatically generates report on regular basis and are not used to monitor input or activities is called as **Open Loop System**
71. Which of the following organizational structures contains less number of management levels **Flat Structure**
72. **First increment** is the core product which usually addresses the basic requirement of the system
73. In decision-making process, **Intelligence** phase is used for searching environmental conditions that call for decisions.
74. Public companies are example of **large organizations**
75. **Business Environment** is defined as, all elements that exist outside the boundary of the business and have the potential to affect all or part of the organization
76. Record for customer profitability and recovery pattern are also kept by sales department
77. Which of the following is the overall process of developing information systems through a multi-step process from investigation of initial requirements through analysis, design, implementation and maintenance? (**SDLC**) **Systems Development Life Cycle**
78. The organizational structures are formulated in order to efficiently manage the **business operations**
79. Which of the following life cycle model is very appropriate for large and complex Information Systems. **Spiral**

80. Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religion? **Islamic**
81. **Human resource Information system** helps in keeping track for new positions or vacancies in an organization.
82. To avoid the users form inconvenience, the turn around time in Transactional Processing system must be a few **seconds or less**
83. Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tool **Computer aided Engineering (CAE)**
84. Small organizations usually have **simple** management structure.
85. Which of the following is the scaled down version of the system? **Prototype**
86. **User Manual** defines the operations of the system in layman's terms.
87. Organizational Information System views organization as a combination of **process** oriented groups whose information needs are related but independent.
88. Which of the following is an iterative approach to system development **Spiral**
89. **Operational Planning** is the process of assuring that the specific tasks are being carried out efficiently and effectively.
90. Which of the following may improve communication between and among developers and customers **Prototyping**.
91. In **Democratic** management style, manager allow the employees to take part ioin decision-making therefore everything is agreed by the majority.
92. Organization is a permanent arrangement of **elements**.
93. Discovering **patterns** and **relationships** contained within the business activity & history and predict future behaviour is the purpose of data mining.
94. The concept of incremental decision making is introduced by the **muddling through** model.
95. **Cognitive process** is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.
96. **OLAP** summarizes transactions into multidimensional user defined views
97. Set of processes and procedures that transform data into information and knowledge is called **information system**
98. Which of the following is not one of the phases of "Decision Making" **None of the given options**
99. **Information technology** is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues
100. Well structured problems are constrained problems with **convergent** solutions that engage the application of a limited number of rules and principles within well defined parameters.
101. **Technical feasibility** addresses the availability of sufficient technology to support the proposed object.
102. **Development phase** involves converting design specifications into executable programs
103. In **Iterative** model, customer feedback is taken at each phase and project is modified accordingly.
104. **Structure** refers to the ways data is stored in partitions and sequences

105. Which of the following is one of the “Types of problems”? **All of the given Options**
106. **Input element** is the raw data entered in the computer system
107. We find the value of the inputs necessary to achieve a desired level of output in **Goal Seek** Analysis
108. In decision Making Process, **Design** phase is used for inventing, developing, and analyzing possible courses of action
109. **Technical Manual** highlights the system infrastructure and flow of system processes.
110. Taking comments from customers for measuring satisfaction is a responsibility of the **managerial** level.
- 111.
112. Manufacturing process involves **more than one** sub-processes
113. **Human Resource** information system combines benefits administration, Payroll, recruitment and training, performance analysis and review into one package
114. When we say sale orders of 100 bags, then it means we are talking about the complete **Information**
- 115.
116. **Diagrammatic** View gives a snapshot of the entire system.
117. Factors of **production** are basic elements of reducing manufacturing cost.

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

- ☐ Primary
- ☐ Tertiary
- ☒ **All of above**
- ☐ Secondary

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

- ☒ **True**
- ☐ False

Question No: 3 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

- ☒ **True**
- ☐ False

Question No: 4 (Marks: 1) - Please choose one

The organization refers to a organizational structure with few or no levels of intervening management between staff and managers is called-----

- ☐ Hierarchical organization
- ☒ **Flat Organization**
- ☐ Pyramid Organization

Question No: 5 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

☒ Open loop system

☐ Closed loop system

☐ Closed end System

Question No: 6 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

☒ True

☐ False

Question No: 7 (Marks: 1) - Please choose one

----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

☐ Robustness

☒ Heuristic

☐ DSS

☐ EIS

Question No: 8 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

☒ Neural network System

☐ Fuzzy logic

☐ DSS

☐ ESS

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

☒ True

☐ False

Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

☐ Prototyping

☐ Iterative

☒ Incremental

☐ RAID

Question No: 11 (Marks: 1) - Please choose one

Management information system (AIS) is that linked to all the information systems in an organization.

☐ True

☒ False

Question No: 12 (Marks: 1) - Please choose one
Technical Reports are examples of _____ resource.

- ☐ Tertiary
- ☒ Primary
- ☐ Secondary

Question No: 13 (Marks: 1) - Please choose one
Organizations are distinguished on the basis of _____

- ☐ Attributes
- ☐ Policy
- ☒ Management

Question No: 14 (Marks: 1) - Please choose one
_____ are run under direct supervision of family members.

- ☐ Small Organization
- ☒ Medium organization
- ☐ Large Organization

Question No: 16 (Marks: 1) - Please choose one
Which of the following structure contains less number of management levels?

- ☒ Flat Structure
- ☐ Tall Structure
- ☐ Classical structure

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

► ☒ True

► ☐ False

Question No: 2 (Marks: 1) - Please choose one

Systems have collection of predefined----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.

- ☒ Procedures
- ☐ Sequences
- ☐ Policies

Question No: 3 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as-----.

- ▶ Output
- ▶ Input
- ▶ Processing

Question No: 4 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

- ▶ Structured
- ▶ Unstructured
- ▶ Semi-Structured

Question No: 5 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ▶ Operational
- ▶ Managerial
- ▶ Strategic

Question No: 6 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

- ▶ True
- ▶ False

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

▶ True

▶ False

Question No: 8 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions

- Customer needs

▶ TRUE

▶ FALSE

Question No: 9 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

▶ TRUE

▶ FALSE

Question No: 10 (Marks: 1) - Please choose one

In _____ final product is intangible

▶ Service sector

▶ Manufacturing Sector

▶ Trading sector

Question No: 11 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

- ▶ Procedure
- ▶ System
- ▶ Organization

Question No: 12 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- ▶ Internal resources
- ▶ External resources
- ▶ Procedures.

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

- ▶ Infrastructure
- ▶ System
- ▶ Organization

Question No: 14 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- ▶ True
- ▶ False

Question No: 15 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

▶ True

▶ False

Question No: 16 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

▶ Spiral

▶ Iterative

▶ Waterfall

▶ Incremental

Question No: 17 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

▶ True

▶ False

Question No: 18 (Marks: 1) - Please choose one

_____Information is just like feedback of organization image in public.

▶ Informal

▶ External (not sure)

▶ Formal

Question No: 19 (Marks: 1) - Please choose one

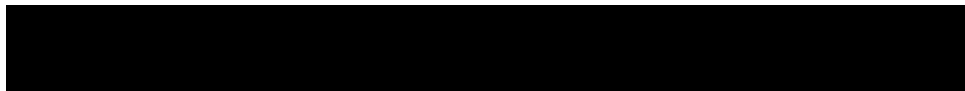
_____sources materials in which the information from secondary sources has been digested.

- ▶ Primary
- ▶ Tertiary
- ▶ Secondary

Question No: 20 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers?

- ▶ Primary Information
- ▶ Tertiary Information
- ▶ Secondary Information
- ▶ All of above



MIDTERM EXAMINATION

Spring 2011

MKT630- International Marketing

(Session - 1)

Question No: 1 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

⇒ **Skill Set**

⇒ Data Set

⇒ Tool Set

Question No: 2 (Marks: 1) - Please choose one

Devaluation of currency is called _____

- ⇒ Interest rate
- ⇒ **Inflation**
- ⇒ Markup

Question No: 3 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

- ⇒ Support system
- ⇒ Decision support system
- ⇒ **Transaction control system**

Question No: 4 (Marks: 1) - Please choose one

----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

- ⇒ BRP
- ⇒ **MRP**
- ⇒ CRP

Question No: 5 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

- ⇒ Iterative
- ⇒ **Incremental**
- ⇒ Raid

Question No: 6 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

- ⇒ **Open loop system**
- ⇒ Closed loop system
- ⇒ Closed end System

Question No: 7 (Marks: 1) - Please choose one

Which of the following is one of the “Types of Problem”?

- ⇒ Structured
- ⇒ Unstructured
- ⇒ Semi-Structured
- ⇒ ALL of the given options

Question No: 8 (Marks: 1) - Please choose one

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

- ⇒ Graphical Model
- ⇒ Mathematical Model
- ⇒ Algebra Model

Question No: 9 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- ⇒ System Analysis
- ⇒ System Design
- ⇒ Risk Management
- ⇒ Risk Analysis

Question No: 10 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

- ⇒ True
- ⇒ False

Question No: 11 (Marks: 1) - Please choose one

Targeting advertising to customers to -----the probability, that an offer is accepted.

⇒ Decrease

⇒ **Increase**

⇒ Stable

Question No: 12 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

⇒ Service sector

⇒ **Manufacturing Sector**

⇒ Trading sector

Question No: 13 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

⇒ Commentaries, review articles and literature reviews

⇒ Directories, Guidebooks, manuals, Chronologies

⇒ **Interviews, surveys and fieldwork**

⇒ None of the

Question No: 14 (Marks: 1) - Please choose one

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

⇒ **Incremental Model**

⇒ Waterfall Model

⇒ Iterative Model

⇒ RAID

Question No: 15 (Marks: 1) - Please choose one

System design can be explained and presented in ----- form.

⇒ Mathematical

⇒ Explanatory

⇒ Flow

⇒ **Narrative**

Question No: 16 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

⇒ **Primary**

⇒ Secondary

⇒ Tertiary

⇒ None of these

Question No: 17 (Marks: 1)

What is milestone of Waterfall model ? Marks:2

Question No: 18 (Marks: 1)

What is typical information system that a decision support system gathers and discuss?

Question No: 19 (Marks: 2)

Enlist the types of models used in DSS.

Question No: 20 (Marks: 3)

What do you understand by TQM? Identify tools that can be used to promote and implement TQM?(

Question No: 21 (Marks: 3)

What would be the document of software project which is developed under the procedural development phase?

Question No: 22 (Marks: 5)

A newly created organization will face unstructured problems. Why or why not. Justify?

Question No: 23 (Marks: 5)

Evaluate prototyping in term of benefits and risk. Also explain why prototypes are used.

MIDTERM EXAMINATION

Spring 2011

Cs507- Information System

(Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Software is constructed step by step in the same way as a building is constructed known as :

- Interactive model
- **Incremental model**
- Water fall model
- Rapid model

Question No: 2 (Marks: 1) - Please choose one

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

- Database
- Development
- Query
- **Inference**

Inference engine: it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.

Question No: 3 (Marks: 1) - Please choose one

Customer relationship management software requires highly integrated environment for high productivity which is rarely available:

- **TRUE**
- FALSE

Question No: 4 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from these available:

- Design
- **Choice**
- Implementation
- Intelligence

Question No: 5 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations;

Select correct option:

- True
- **False**

Question No: 6 (Marks: 1) - Please choose one

In data mining events that are linked over time are referred to as

- **Sequences**
- Association and Sequences
- Association

Question No: 7 (Marks: 1) - Please choose one

Quality maintenance is an issue which requires structure reporting:

- **True**
- False

Question No: 8 (Marks: 1) - Please choose one

----- are run under the direct supervision of family members :

- Small organization
- **Medium organization**
- Large organization

Question No: 9(Marks: 1) - Please choose one

Without the availability of relevant information we may take a decision which is wrong or not to our benefit is it true :

- **Yes**
- No

Question No: 10 (Marks: 1) - Please choose one

_____models represent its entities with an abstraction of lines, symbols or shapes.

Select correct option:

- Narrative
- Physical
- Mathematical
- **Graphical**

A graphic **model** represents its entity with an abstraction of lines, symbols or shapes.
(e.g., Economic Order Quantity **Model**)

Question No: 11 (Marks: 1) - Please choose one

----- is raw data entered in computer system:

- **Input element**
- Control mechanism
- Out put system

Question No: 12 (Marks: 1) - Please choose one

----- is defined as „all elements that exist outside the boundary of organization“:

- Business structure
- Size
- **Business environment**

Question No: 13 (Marks: 1) - Please choose one

----- phase is required to establish the scope of the plan and the methodology:

- **Orientation**
- Assessment
- Strategies

Question No: 14(Marks: 1) - Please choose one

_____summarizes transactions into multidimensional user defined views

Select correct option:

- DSS
- MIS
- **OLAP**
- GDSS

OLAP summarizes transactions into multidimensional user defined views.

Question No: 15 (Marks: 1) - Please choose one

..... system simulates the judgment and behavior of a human or an organization. Select correct option:

- Proficient
- **Expert**
- Knowledgeable
- Open-loop

Expert System

An expert system is a computer program that attempts to represent the knowledge of human experts in the form of Heuristics. It simulates the judgment and behaviour of a human or an organization that has expert knowledge and experience in a particular field.

Question No: 16 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

- **True**
- False

Conclusion

- Availability of timely and accurate information helps in proper decision making and meeting the organizational goals.
- Information should be tailored in accordance with the organization's culture and structure.

Question No: 17 (Marks: 1) - Please choose one

The information from the system not used for control purpose called—————

Select correct option:

- **Open loop system**
- Closed loop system
- Open end System
- Open and close system

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

Question No: 18 (Marks: 2) - Please choose one

HOW ERD is beneficial to system desinging total marks (2)

Question No: 19 (Marks: 2) - Please choose one

What is typical information system that a decision support system gather a and discuss(2)

Question No: 20 (Marks: 2) - Please choose one

List down techniques in data warehouse(2)

Question No: 21 (Marks: 3) - Please choose one

Differenctiate between operational feasibility and behavioural feasibility(3)

Question No: 22 (Marks: 3) - Please choose one

Why prototypes are used and discuss its advantages (3)

Question No: 23 (Marks: 5) - Please choose one

What are the subsystems of manufacturing information system list down(5)

MIDTERM EXAMINATION
Spring 2011
Cs507- Information System
(Session -3)

Question No: 1 (Marks: 1) - Please choose one

A TPS wants every transaction to be processed in the same way regardless of the

 **User**

 Data

 Information

Question No: 2 (Marks: 1) - Please choose one

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

 **Incremental Model**

 WaterFall Model

 Iterative Model

 RAID

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

 **Information**

 Decision

 Management

Question No: 4 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

 DDS

 IS

 **DSS**

Question No: 5 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

 **Input element**

 Control Mechanism

 Output System

Question No: 6 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records.

 Model Building

 Deployment

 **Exploration**

Question No: 7 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

 TRUE

 **FALSE**

Question No: 8 (Marks: 1) - Please choose one

Automation has not enhanced the availability of information.

 True

 **False**

Question No: 9 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

 **Small Organization**

 Medium organization

 Large Organization

Question No: 10 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

- ☒ Flat Structure
- ☐ Tall Structure
- ☐ Classical structure

Question No: 11 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

- ☐ Spiral
- ☐ Waterfall
- ☐ Incremental
- ☒ Iterative

Question No: 12 (Marks: 1) - Please choose one

Which of the following is one of the “Types of Problem”?

- ☐ Structured
- ☐ Unstructured
- ☐ Semi-Structured
- ☒ ALL of the given options

Question No: 13 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- ☒ Internal resources
- ☐ External resources
- ☐ Procedures.

Question No: 14 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

- ☐ Iterative
- ☒ Incremental
- ☐ Raid

Question No: 15 (Marks: 1) - Please choose one

The departmental structures are ----- in banking and financial sector.

- ☒ Different
- ☐ Same
- ☐ Mixed

Question No: 16 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

- ☒ Small Organization
- ☐ Medium organization
- ☐ Large Organization

Question No: 17 (Marks: 2)

Describe the component of DSS architecture.

Question No: 18 (Marks: 2)

Write any example for Iterative and Incremental model. One example for each.

Iterative model

For example clients may not be aware of exactly what requirements they want before they see a working prototype and can comment upon it - they may change their requirements constantly, and program designers. This is an example of iterative model

Incremental model

Example -An example of this incremental approach is observed in the development of word processing applications where the following services are provided on subsequent modules:

- Basic file management, editing and document production functions
- Advanced editing and document production functions
- Spell and grammar checking

Question No: 19 (Marks: 3)

Identify different phases of Spiral model.

There are different phases uses in spiral model for example organization focusing on Determine the objectives, find the alternatives, plan next phase and develop the next level product. Evaluate alternatives, identify and resolve risks – This involves. Risk analysis and Prototyping, develop, verify next-level product Plan next phase and to determine the strength and weakness in organization

Identify the various phases of decision making process?

Design: Once the debtors have been analyzed on the basis of pattern of collection, options can be generated to improve collection rates.

Choice: Now a selection has to be made which single strategy or combination of strategies should be implemented.

Implementation: Now the stage comes of communicating the policy approved to the interested and Relevant

Monitoring: Once the decision has been implemented, the effects and responses should be Monitored

Question No: 20 (Marks: 3) List any three benefits of CRM.

Benefits of CRM:

- **Maintains and enhances customer base**
- **Encourages customer loyalty**
- **Gaining more customers" wallet-share**

Question No: 21 (Marks: 3)
Why prototype is used? Also explain its advantages.

Question No: 22 (Marks: 3)
Discuss the second phase of spiral model along with the steps it involved

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Question No: 1 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

☒ True

☐ False

Question No: 2 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

☒ Open loop system

☐ Closed loop system

☐ Open end System

Question No: 3 (Marks: 1) - Please choose one

A system is a group of ----- that are integrated with the common purpose of achieving an objective.

- ☐ Information
- ☐ Data Sets
- ☒ **Elements**

Question No: 4 (Marks: 1) - Please choose one

With a ----- decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

- ☒ **Closed-loop**
- ☐ Open-loop
- ☐ Closed System

Question No: 5 (Marks: 1) - Please choose one

The departmental structures are ----- in banking and financial sector.

- ☒ **Different**
- ☐ Same
- ☐ Mixed

Question No: 6 (Marks: 1) - Please choose one

Information by itself is proving to be the most critical resource for organizations.

- ☒ **True**
- ☐ False

Question No: 7 (Marks: 1) - Please choose one

Plans provide a direction but not framework for action.

- ☒ **True**
- ☐ False

Question No: 8 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

- ☒ **True**
- ☐ False

Question No: 9 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

- ☒ **True**
- ☐ False

Question No: 10 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

☒ **True**

☐ False

Question No: 11 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to changing market conditions Customer needs

☒ **TRUE**

☐ FALSE

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

☐ Customers

☒ Share holders

☐ Employees

Question No: 13 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

☐ Authoritative

☐ Mixed

☒ **Democratic**

Question No: 14 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

☒ **Internal resources**

☐ External resources

☐ Procedures.

Question No: 15 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

☒ **True**

☐ False

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

☒ **True**

☐ False

Question No: 17 (Marks: 1) - Please choose one

Information requirements keep varying in accordance with Size of organization, Its structure. Is it true?

- ☐ No
- ☒ **Yes**

Question No: 18 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

- ☒ **True**
- ☐ False

Question No: 19 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

- ☐ Commentaries, review articles and literature reviews
- ☐ Directories, Guidebooks, manuals, Chronologies
- ☒ **Interviews, surveys and fieldwork**
- ☐ None of the

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called:

- ☒ **Open loop system**
- ☐ Closed loop system
- ☐ Closed end System

MIDTERM
EXAMINATION
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Question No: 1 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- ☐ False
- ☒ **True**

Question No: 2 (Marks: 1) - Please choose one

In data mining, events that are linked over time are referred to as:

- ☒ **Sequences**
- ☐ Associations and Sequences
- ☐ Associations

Question No: 3 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

- ☐ DSS based on the Web and Specific marketing campaigns for different customer Segments
- ☐ DSS based on the Web.
- ☒ Specific marketing campaigns for different customer segments

Question No: 4 (Marks: 1) - Please choose one

----- phase is required to establish the scope of the plan and the methodology and techniques to be applied.

- ☐ Assessment
- ☐ Strategic
- ☒ Orientation

Question No: 5 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

- ☒ True
- ☐ False

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves inventing, developing, and analyzing possible courses of action?

- ☐ Intelligence
- ☒ Design
- ☐ Choice
- ☐ Implementation

Question No: 7 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

- ☐ Attributes
- ☐ Policy
- ☒ Management

Question No: 8 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

- ☒ Small Organization
- ☐ Medium organization
- ☐ Large Organization

Question No: 9 (Marks: 1) - Please choose one
Which of the following select chief executive?

- ☐ Employees
- ☐ Customers
- ☒ Board of Directors

Question No: 10 (Marks: 1) - Please choose one
_____ is a set of defined set of instructions aimed to achieve goals

- ☒ Procedure
- ☐ System
- ☐ Organization

Question No: 11 (Marks: 1) - Please choose one
_____ is not connected with environment.

- ☒ Close system
- ☐ Open system
- ☐ Closed Loop System

Question No: 12 (Marks: 1) - Please choose one
The system used to record the transactions of routine and repetitive nature is called as _____.

- ☐ Support system
- ☐ Decision support system
- ☒ Transaction control system

Question No: 13 (Marks: 1) - Please choose one
Word Processing is an example of the following system:

- ☒ Office automation system
- ☐ Decision support system
- ☐ Word processing

Question No: 14 (Marks: 1) - Please choose one
RAID model combines the elements of the waterfall model with the philosophy of prototyping.

- ☐ True
- ☒ False

Question No: 15 (Marks: 1) - Please choose one

Software is constructed step by step in the same way a building is constructed is known as-----

- ☐ Iterative Models
- ☒ Incremental Models
- ☐ Water fall model
- ☐ Rapid Model

Question No: 16 (Marks: 1) - Please choose one

Distributing common information to every one may result ----- and -----.

- ☒ Waste of time, confusion
- ☐ Increase productivity, awareness
- ☐ Cut time, cost
- ☐ None of them

Question No: 17 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

- ☐ Primary
- ☐ Tertiary
- ☒ Secondary

Question No: 18 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is called:

- ☒ System Analysis
- ☐ System Requirements
- ☐ Risk Management
- ☐ Risk Analysis

Question No: 19 (Marks: 1) - Please choose one

How many phases are there in Decision making Process?

- ☐ 2
- ☐ 3
- ☐ 4
- ☒ 5

Question No: 20 (Marks: 1) - Please choose one

System design can be explained and presented in ----- form.

- ☐ Mathematical
- ☐ Explanatory
- ☐ Flow
- ☒ Narrative

MIDTERM EXAMINATION

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(Session -3)

Question No: 1 (Marks: 1) - Please choose one

Instead of Information, data is more important in day to day decision making.

→ True

→ **False**

Question No: 2 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

→ **False**

→ True

Question No: 3 (Marks: 1) - Please choose one

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

- Sector
- Country
- **Organization**

Question No: 4 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

- **Open loop system**
- Closed loop system
- Open end System

Question No: 5 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

- **Information**
- Decision
- Management

Question No: 6 (Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few -----

- Minutes or less
- Hours or less
- **Seconds or less**

Question No: 7 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

- False
- **True**

Question No: 8 (Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

- **OIS**
- MIS
- EIS
- CBIS

Question No: 9 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

- Attributes
- Policy
- **Management**

Question No: 10 (Marks: 1) - Please choose one

Devaluation of currency is called _____

- Interest rate
- **Inflation**
- Markup

Question No: 11 (Marks: 1) - Please choose one

_____ is not connected with environment.

- **Close system**
- Open system
- Closed Loop System

Question No: 12 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- True
- **False**

Question No: 13 (Marks: 1) - Please choose one

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

- **Iterative**
- Incremental
- RAID
- SDLC

Question No: 14 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

- True
- **False**

Question No: 15 (Marks: 1) - Please choose one
_____models are three dimensional representation of an entity (Object/Process).

- ➔ **Physical**
- ➔ Narrative
- ➔ Graphical

Question No: 16 (Marks: 1) - Please choose one
There are five phases of decision making process.

- ➔ **True**
- ➔ False

Question No: 17 (Marks: 1) - Please choose one
System analysts work as a link between business people and computer programmers.

- ➔ **True**
- ➔ False

Question No: 18 (Marks: 1) - Please choose one
Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

- ➔ **TRUE**
- ➔ FALSE

Question No: 19 (Marks: 1) - Please choose one
_____is the set of interconnected structural elements that provide the framework for supporting the entire

- ➔ Management System
- ➔ **Infrastructure**
- ➔ Decision Support System

Question No: 20 (Marks: 1) - Please choose one
There are five phases of the decision making process, first one is intelligence.

- ➔ **True**
- ➔ False

MIDTERM EXAMINATION

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Cs507- Information System

(Session -4)

Question No: 1 (Marks: 1) - Please choose one

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

- ➔ **True**
- ➔ False

Question No: 2 (Marks: 1) - Please choose one

Systems have collection of predefined ----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.

- ➔ **Procedures**
- ➔ Sequences
- ➔ Policies

Question No: 3 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as -----.

- ➔ **Output**
- ➔ Input
- ➔ Processing

Question No: 4 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

- ➔ Structured
- ➔ **Unstructured**
- ➔ Semi-Structured

Question No: 5 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ➔ Operational
- ➔ Managerial
- ➔ **Strategic**

Question No: 6 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

- ➔ **True**
- ➔ False

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ➔ **True**
- ➔ False

Question No: 8 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- **Changing market conditions**
- **Customer needs**

- ➔ **TRUE**
- ➔ FALSE

Question No: 9 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

- ➔ **TRUE**
- ➔ FALSE

Question No: 10 (Marks: 1) - Please choose one

In _____ final product is intangible

- ➔ **Service sector**
- ➔ Manufacturing Sector
- ➔ Trading sector

Question No: 11 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

- ➔ **Procedure**
- ➔ System
- ➔ Organization

Question No: 12 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- ➔ **Internal resources**
- ➔ External resources
- ➔ Procedures.

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

- ➔ **Infrastructure**
- ➔ System
- ➔ Organization

Question No: 14 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of Prototyping.

- ➔ True
- ➔ **False**

Question No: 15 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- ➔ **True**
- ➔ False

Question No: 16 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

- ➔ **Spiral**
- ➔ Iterative
- ➔ WaterFall
- ➔ Incremental

Question No: 17 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

- ➔ **True**
- ➔ False

Question No: 18 (Marks: 1) - Please choose one

_____ information is just like feedback of organization image in public.

- ➔ Informal
- ➔ **External**
- ➔ Formal

Question No: 19 (Marks: 1) - Please choose one

_____ sources materials in which the information from secondary sources has been digested.

- ➔ Primary
- ➔ **Tertiary**
- ➔ Secondary

Question No: 20 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers ?

- ➔ **Primary Information**
- ➔ Tertiary Information
- ➔ Secondary Information
- ➔ All of above

MIDTERM EXAMINATION

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Cs507- Information System

(Session -5)

Question No: 1 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

 True

 **False**

Question No: 2 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

 **True**

 False

Question No: 3 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records.

- ☐ Model Building
- ☐ Deployment
- ☒ **Exploration**

Question No: 4 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among ----- alternatives

- ☒ **Multiple**
- ☐ Double
- ☐ Triple

Question No: 5 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- ☒ **System Analysis**
- ☐ System Design
- ☐ Risk Management
- ☐ Risk Analysis

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

- ☒ **Spiral**
- ☐ Waterfall
- ☐ Incremental
- ☐ Iterative

Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

- ☐ WaterFall
- ☐ RAID
- ☐ Iterative Model
- ☒ **Incremental Model**

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

☒ **True**

☐ False

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modelling process

☒ **True**

☐ False

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and _____

☐ Proximity

☐ Initially

☒ **Tertiary**

Question No: 11 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

☐ Primary

☐ Tertiary

☒ **Secondary**

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

☐ Employees

☐ Customers

☒ **Share holders**

Question No: 13 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

☐ Procedure

☒ **System**

☐ Firm

Question No: 14 (Marks: 1) - Please choose one
Word Processing is an example of the following system:

- ☒ Office automation system
- ☐ Decision support system
- ☐ Word processing

Question No: 15 (Marks: 1) - Please choose one
_____ is known as father of warehouse.

- ☐ Stephen hawking
- ☐ Bill gates
- ☒ Bill Inmon

Question No: 16 (Marks: 1) - Please choose one
The Iterative model emphasizes the need to go back and reiterate earlier steps number of times as the project progresses.

- ☐ True
- ☒ False

Question No: 17(Marks: 1) - Please choose one
Which of the following phase of decision making process involves implementing the selected course of action?

- ☐ Intelligence
- ☐ Design
- ☐ Choice
- ☒ Implementation

Question No: 18(Marks: 1) - Please choose one
Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

- ☐ Structured
- ☒ Unstructured
- ☐ Semi-Structured

Question No: 19(Marks: 1) - Please choose one
_____ is a set of defined set of instructions aimed to achieve goals

- ☒ Procedure
- ☐ System
- ☐ Organization

Question No:20(marks:1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

 BRP

 **MRP**

 CRP

MIDTERM EXAMINATION

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Cs507- Information System

(Session -6)

Question No: 1 (Marks: 1) - Please choose one

Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

 SAFTA

 SAARC

 **WTO**

Question No: 2 (Marks: 1) - Please choose one

CBIS helps in updating every change being triggered in less time and with more effort.

 True

 **False**

Question No: 3 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving

 Robustness

 **Heuristic**

 DSS

 EIS

Question No: 4 (Marks: 1) - Please choose one

Data Warehouse combines databases across an entire enterprise

 **True**

 False

Question No: 5 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

 **True**

 False

Question No: 6 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to -----
right amount of product.

 **Produce**

 Sale

 Purchase

Question No: 7 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

 Structured

 Semi Structured

 **Unstructured**

Question No: 8 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- ☒ System Analysts
- ☐ Software Engineers
- ☐ System Designers
- ☐ Chief Executives

Question No: 9 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

- ☒ Incremental Model
- ☐ Waterfall
- ☐ RAID
- ☐ Iterative Model

Question No: 10 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

- ☒ True
- ☐ False

Question No: 11 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate _____ of information.

- ☐ Size
- ☒ Quality
- ☐ Need

Question No: 12 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

- ☐ Authoritative
- ☐ Mixed
- ☒ Democratize

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

 **Infrastructure**

 System

 Organization

Question No: 14 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

 Stephen hawking

 Bill gates

 **Bill Inmon**

Question No: 15 (Marks: 1) - Please choose one

Debtor's aging report is an example of the following phase?

 **Intelligence**

 choice

 Design

Question No: 16 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of design phase.

 **TRUE**

 FALSE

Question No: 17 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide

The Framework for supporting the entire structure

 Management System

 **Infrastructure**

 Decision Support System

Question No: 18 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

 **True**

 False

Question No: 19 (Marks: 1) - Please choose one

_____sources are used, which simplify the process of finding the proximity Literature.

 **Secondary**

 Primary

 Tertiary

Question No: 20 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of monitoring

 **TRUE**

 FALSE

MIDTERM EXAMINATION

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Cs507- Information System

(Session -7)

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

- ★ Primary
- ★ Tertiary
- ★ Secondary
- ★ **All of above**

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

- ★ **True**
- ★ False

Question No: 3 (Marks: 1) - Please choose one Manufacturing process involves more than one sub-process.

- ★ **True**
- ★ False

Question No: 4 (Marks: 1) - Please choose one
The organization refers to a organizational structure with few or no levels of intervening management between staff and managers is called-----

- ★ Hierarchical organization
- ★ **Flat Organization**
- ★ Pyramid Organization

Question No: 5 (Marks: 1) - Please choose one
An information system that automatically generates report on regular basis and are not used to monitor input or activities called

- ★ **Open loop system**
- ★ Closed loop system
- ★ Closed end System

Question No: 6 (Marks: 1) - Please choose one
Every system comprises of basic components which in a co-ordination formulate A system.

- ★ **True**
- ★ False

Question No: 7 (Marks: 1) - Please choose one
----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

- ★ Robustness
- ★ **Heuristic**
- ★ DSS
- ★ EIS

Question No: 8 (Marks: 1) - Please choose one
----- seek to put intelligence into the hardware in the form of generalized Capability to learn.

- ★ **Neural network System**
- ★ Fuzzy logic
- ★ DSS
- ★ ESS

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

- ★ **True**
- ★ False

Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

- ★ Prototyping
- ★ Iterative
- ★ **Incremental**
- ★ RAID

Question No: 11 (Marks: 1) - Please choose one

Management information system (AIS) is that linked to all the information systems in an organization.

- ★ True
- ★ **False**

Question No: 12 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

- ★ Tertiary
- ★ **Primary**
- ★ Secondary

Question No: 13 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

- ★ Attributes
- ★ Policy
- ★ **Management**

Question No: 14 (Marks: 1) - Please choose one

_____ are run under direct supervision of family members.

- ★ Small Organization
- ★ **Medium organization**
- ★ Large Organization

Question No: 15 (Marks: 1) - Please choose one
In _____ there is low number of subordinates per person.

- ★ **Pyramid Structure**
- ★ Flat Structure
- ★ Modern Structure

Question No: 16 (Marks: 1) - Please choose one
Which of the following structure contains less number of management levels?

- ★ **Flat Structure**
- ★ Tall Structure
- ★ Classical structure

Question No: 17 (Marks: 1) - Please choose one
Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

- ★ **Intelligence**
- ★ Design
- ★ Choice
- ★ Implementation

Question No: 18 (Marks: 1) - Please choose one
Targeting advertising to customers to ----- the probability, that an offer is accepted.

- ★ Decrease
- ★ **Increase**
- ★ Stable

Question No: 19 (Marks: 1) - Please choose one
Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ★ WTO
- ★ Company Ordinance
- ★ **Business Environment**
- ★ Company Structure

Question No: 20 (mark:1) - Please choose one
Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

- ★ CAD
- ★ **CAM**
- ★ CIM

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Question # 9 of 10 (Start time: 05:23:18 PM) Total Marks: 1

Which of the following are the main activities of upstream supply chain segment?

Select correct option:

Purchasing and shipping (Pg 193)

Purchasing and transforming inputs

Shipping and analyzing outputs

Transforming inputs to outputs

Question # 6 of 10 (Start time: 05:21:04 PM) Total Marks: 1

Keystroke monitoring is the process used to view or record both the keystrokes entered by a computer user and the computer's response during an interactive session.

Select correct option:

True

False

Question # 4 of 10 (Start time: 05:18:47 PM) Total Marks: 1

Crypto Analysis is the science and art of transforming messages to make them secure and immune to attacks

Select correct option:

True

False

Question # 10 of 10 (Start time: 05:02:41 PM) Total Marks: 1

Management controls are also known as:

Select correct option:

Technical controls

Non-technical controls

Scientific controls

Logical controls

Question # 8 of 10 (Start time: 05:00:28 PM) Total Marks: 1

The first step after threat attacks the system would be

Select correct option:

Control analysis

Data sensitivity analysis

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Threat analysis

Impact analysis

Question # 6 of 10 (Start time: 04:56:48 PM) Total Marks: 1

Which of the following refers to the analysis and redesign of workflows within and between enterprises?

Select correct option:

ERP

BPR

ERD

BRP

Question # 3 of 10 (Start time: 04:53:26 PM) Total Marks: 1

What could be the first step in any corporate risk strategy?

Select correct option:

Risk identification (Pg 170)

Control implementation

Characterization

Documentation

Question # 1 of 10 (Start time: 04:51:19 PM) Total Marks: 1

Which of the following focuses on tracking customer demand in real time?

Select correct option:

JIT

Continuous replenishment

Built to order

Made to store

Question # 6 of 10 (Start time: 04:47:08 PM) Total Marks: 1

Which of the following is a weakness that can be accidentally triggered or intentionally exploited?

Select correct option:

Vulnerability (Pg 164)

Threat Identification

Audit Trial

Likelihood Identification

REF: Vulnerability is a weakness that can be accidentally triggered or intentionally exploited. This phase helps in building up a list of weaknesses and flaws that could be exploited by the potential threat sources.

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Question # 1 of 10 (Start time: 04:43:53 PM) Total Marks: 1

In which of the following models, all elements of physical shopping experience are present.

Select correct option:

C2B

C2C

B2B

B2C

Question # 10 of 10 (Start time: 04:39:19 PM) Total Marks: 1

Commonly, passwords are coded by a___symbol in any software.

Select correct option:

?

@

-

Question # 8 of 10 (Start time: 04:37:56 PM) Total Marks: 1

Which of the following supply chain segment includes distribution, delivery to customer and final consumption of the product?

Select correct option:

Upstream

Middle stream

Downstream

Internal

Question # 6 of 10 (Start time: 04:36:25 PM) Total Marks: 1

Which of the following is the combination of hardware and software that is built using routers, servers and variety of software?

Select correct option:

Sensors

Firewall

Antivirus

Modem

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Question # 2 of 10 (Start time: 04:33:44 PM) Total Marks: 1

_____site backup is an appropriate choice for organizations if they can bear some downtime.

Select correct option:

Warm

Cool

Cold

Hot

Question # 1 of 10 (Start time: 12:33:09 AM) Total Marks: 1

_____are installed at the point where network connections enter a site.

Select correct option:

Antivirus

Bridges

Routers

Firewalls

Question # 2 of 10 (Start time: 12:34:29 AM) Total Marks: 1

All input controls must be defined in the beginning

Select correct option:

True

False

Question # 3 of 10 (Start time: 12:35:56 AM) Total Marks: 1

Which of the following controls over transporting data safely through local area networks (LAN's) or wide area networks (WAN's).

Select correct option:

Communication Controls

Access Controls

Security Controls

Data Base Controls

Question # 4 of 10 (Start time: 12:36:44 AM) Total Marks: 1

Which of the following uses internet and online technologies to create operating efficiencies and therefore increase value to the customer?

Select correct option:

Internet

E-business

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IDS
CRM

Question # 5 of 10 (Start time: 12:37:06 AM) Total Marks: 1
Antivirus software keeps those viruses in isolation that cannot be cleaned.
Select correct option:

True
False

Question # 6 of 10 (Start time: 12:37:53 AM) Total Marks: 1
Risk management is a _____ process
Select correct option:

Continuous
Tedious
Expensive
Corpora ting

Question # 7 of 10 (Start time: 12:38:20 AM) Total Marks: 1
Internet access travels with the customers, refers to:
Select correct option:

Reachability
Remote access
Mobility
Instant access

Question # 8 of 10 (Start time: 12:38:43 AM) Total Marks: 1
Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.
Select correct option:

True
False

Question # 9 of 10 (Start time: 12:39:20 AM) Total Marks: 1
Losses by physical intrusion are much greater than losses by logical intrusion.
Select correct option:

True
False

Question # 10 of 10 (Start time: 12:39:49 AM) Total Marks: 1
Data Base Control refers to Securing the most important asset of the organization

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Select correct option:

True

False

Question # 1 of 10 (Start time: 03:38:37 PM) Total Marks: 1

ERD shows a _____ relation between entities.

Select correct option:

Secondary

Derived

Primary

Multi valued

Page 127

[ERD Example](#)

The diagram shows a primary relationship is between two entities, employee and the department. The relationship is of an employee working in a department. The figure also shows information available for each of these entities

The _____ model is often perceived as political or anti-rational.

Rational Man

Irrational Man

Muddling through

Garbage Can

DSS can help manage the “garbage can” if participants so desire. The “garbage can” model is often perceived as political or anti-rational,

The purpose of a class is to specify the structure and behavior of the object.

Select correct option:

True

False

A category of objects _____ the same attributes, operations and relationships.

Inherit

Share

Collaborate

Use

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Which one of the following statements about marketing is inaccurate?
Select correct option:

The growing number of products in all categories has made it easier for marketers to capture the attention of customers.

Marketing has to do with persuading customers a product meets their needs.
The mass market has fragmented into many different groups of customers.
Marketing is an organizational function and a set of processes for creating, communicating, and delivering value to customers.

Question # 1 of 10 (Start time:

03:37:12 PM) Total Marks: 1

In structured analysis & design we made proper documentation according to the standards

Select correct option:

True

False

Pg#106

Structured analysis and design follows a set of good practices and generally accepted standards. Proper

documentation of the system is made by following standard rules.

Question # 2 of 10 (Start time: 03:38:01 PM) Total Marks: 1

A security program is a series of ongoing regular periodic reviews conducted to ensure that assets associated with the information systems function are safeguarded adequately.

Select correct option:

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True

False

pg#141

“A security program is a series of ongoing regular periodic reviews conducted to ensure that assets

associated with the information systems function are safeguarded adequately.”

Question # 3 of 10 (Start time: 03:38:37 PM) Total Marks: 1

After the process of risk assessment has been completed, the next process is that of risk_____.

Select correct option:

Detection

Criticality analysis

Scrutiny

Mitigation

Pg#145

Risk identification is often confused with risk mitigation. Risk mitigation is a process that takes place after

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the process of risk assessment has been completed.

Question # 4 of 10 (Start time: 03:39:28 PM) Total Marks: 1

The first step in a successful attack against availability or confidentiality of information may be the violation of_____.

Select correct option:

Completeness constraints

Consistency

Integrity

Reliability

Pg#144

Violation of integrity

may be the first step in a successful attack against availability or confidentiality.

Question # 5 of 10 (Start time: 03:40:16 PM) Total Marks: 1

Integrity means data and information are protected against authorized modification

Select correct option:

True

False

pg#140

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Integrity – data and information are protected against unauthorized modification (integrity).

Question # 6 of 10 (Start time:

03:40:54 PM) Total Marks: 1

Both software objects and real time objects have _____

Select correct option:

Identity and behavior

Identity and state

Identity, state and behavior

State **and behavior**

Question # 7 of 10 (Start time: 03:41:43 PM) Total Marks: 1

The main focus of Object Oriented analysis is to study the _____ of objects.

Select correct option:

Collaboration

State (in mine point of view)

Implementation

Sequence

Question # 8 of 10 (Start time: 03:42:36 PM) Total Marks: 1

The purpose of data flow diagrams is to provide a----- between users and systems developers

Select correct option:

Linking bridge

Empty space

Data Flows

Connection link

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Pg#116

The purpose of data flow diagrams is to provide a linking bridge between users and systems developers.

The data flow diagrams are:

Question # 9 of 10 (Start time:
03:43:04 PM) Total Marks: 1
The security objective uses the following terms:
Select correct option:

Availability
Integrity
Confidentiality
All of the above

pge#128

The security objective uses three terms

- Availability – information systems are available and usable when required;
- Confidentiality – data and information are disclosed only to those who have a right to know it;

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and

- Integrity – data and information are protected against unauthorized modification (integrity).

Question # 10 of 10 (Start time:
03:43:34 PM) Total Marks: 1

Which of the following is not the type of CSF?
Select correct option:

Technical CSFs

Industry CSFs

Environmental CSFs

Temporal CSFs

pg#135

Generally four major sources of identifying CSF's are

- Industry CSFs resulting from specific industry characteristics;
- CSF's resulting from the chosen competitive strategy of the business e.g. quick and timely delivery may be critical to courier service business
- Environmental CSFs resulting from economic or technological changes; and
- Temporal CSFs resulting from internal organizational needs and changes.

104. Every decision we take in daily life requires some sort of data about the alternatives available.

True p; 11

False

105. Information system must fulfill the needs of which of the following:

Customers

Business page#26

Employee

106. Every system comprises of basic components which in a co-ordination formulate a system.

True p; 33

False

107. Automation has not enhanced the availability of information.

True

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False

Page#58

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Automation has enhanced the availability of information.

108. Accounting information system (AIS) is linked to all the information systems in an organization.

True page#65

False

109. Cost benefit analysis is a must in choosing an alternative in a decision making model.

True page#75

False

110. Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model p; 94

Waterfall Model

Iterative Model

RAID

111. There are five phases of the decision making process **True**

p; 73

False

112. Receivables and payables are the information needs in _____

Small Organization page#17

Medium organization

Large Organization

Examples of Information requirements of Small Organizations

- Day to day transactions
- Daily Sale
- Cash management
- Receivables and Payables

113. Board of Directors are elected from _____

Employees

Customers

Share holders Doubt

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114. What-if analysis technique is used by _____

Model Driven DSS page#44

Data Driven DSS

Data Mining

Spring 2009(4)

115. Manufacturing process involves more than one sub-process.

True page#18

False

116. Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True page#43

False

Solved Aneel Saleem

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117. DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True page#44

False

118 -----needs data preparation which may involve filtering data and data

transformations, selecting subset of records

ModelBuilding

Deployment

Exploration page#47

119. Which of the following is an approach for developing systems based on producing deliverable frequently/repetitively each iteration consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product?

Incremental Model

Iterative Model page#96

RAID

Spiral

120. The departmental structures are different in banking and financial sector **True**

True page#57

False

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121. Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True page#69

False

122. Technical Reports are examples of _____ resource.

Tertiary

Primary p; 12

Secondary

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses

123. _____ Sources are used, which simplify the process of finding the proximity Literature.

Secondary

Primary

Tertiary

In science, secondary sources are those which simplify the process of finding and evaluating the primary literature

124. _____ is a group of people organized to accomplish an overall goal

System

Procedure

Organization Page#15

125. Which of the following has collection of predefined procedures related to each other?

Organization

System page#28

Firm

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126. _____ is connected to its environment by means of recourse of flows.

Open loop system

Close system

Open system page#31

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127. A structure through which individuals cooperate systematically to conduct business called organization.

True page#15

False

CS507 quiz Solved Aneel

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128. Closed system is dependent on the internal resources and data. **True**

page#34

(Solved Aneel)

False

129. ----- seek to put intelligence into the hardware in the form of generalized capability to learn.

Neural network System **page#51**

Fuzzy logic

DSS

ESS

130. System design can be explained and presented in ----- form.

Narrative **page#88**

Written Explanatory

Descriptive

131. Targeting advertising to customers to increase the probability, that an offer is accepted.

True **page#54**

False

132. Production subsystem needs to be linked with the marketing system to produce right amount of product.

True **page#62**

False

133. Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles

True

False **Page#69**

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles

134. Evaluate recovery patterns, relevant costs involved is an example of Choice phase

TRUE

FALSE

Phases

Example

Intelligence

Debtor's aging report

Design

Devise a discount or training policy

Choice

Select a discount/training policy

Implementation

Implement the discount/training policy

Monitoring

Evaluate recovery patterns, relevant costs involved.

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135. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

True page#98

False

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136. The components of open loop system do not include control and feedback mechanism.

True page#30

False

137. The purpose of feasibility Study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

True p; 79

False

138. Spoken and written form of an entity is used in model.

Physical

Narrative page#48

Graphical

Spring 2009(7)

139. Due to fluctuating changes in fashion trends, pre-seasonal planning becomes-----

Critical page#44

Simple

Moderate

140. Call centers use automatic call distributors (ACD's) to route calls to the appropriate agent.

True p; 56

False

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141. The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis p; 102

System Design

Risk Management

Risk Analysis

142. In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral page#99

Waterfall

Incremental

Iterative

143. Which of the following information systems cater for the needs of Accounts & Finance Department?

Accounting and Managerial

MIS

EIS

ATS p; 66

144. Which of the following is one of the “Types of Problem”?

Structured

Unstructured

Semi-Structured

ALL of the given options p; 69

145. Commentaries are the example of sources.

Primary

Tertiary

Secondary

Ref: Pg# 13

Some examples of secondary sources:

1. Bibliographies (may also be tertiary)

2. Biographical works

3. Commentaries

4. Dictionaries and encyclopedias (may also be tertiary)

5. Dissertations or theses (more usually primary)

6. Handbooks and data compilations (may also be tertiary)

7. History

147. Organization is a group of elements that are integrated with the common purpose of achieving an object.

True

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False p; 30

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A system is a group of elements that are integrated with the common purpose of achieving an objective.

148. The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses

Spring 2009(8)

149. Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Super market

Online Market

Competitive market

Page#26

150. A TPS wants every transaction to be processed in the same way regardless of the _

User page#41

Data

Information

151. Data warehouses are generally batch updated at the end of the day, week or some period.

False

True page#46

152. Data mining can allow a firm to develop:

DSS based on the Web and Specific marketing campaigns for different customer segments

Specific marketing campaigns for different customer segments

DSS based on the Web.

<http://docs.google.com/viewer?>

[a=v&q=cache:JLQhk9SX1FkJ:www.uop.edu.jo/download/it/ets/Questions/MIS/MIS.doc](http://docs.google.com/viewer?a=v&q=cache:JLQhk9SX1FkJ:www.uop.edu.jo/download/it/ets/Questions/MIS/MIS.doc)

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[+DSS+based+on+the+Web+and+Specific+marketing+campaigns+for+different+customer+segments&hl=en&gl=pk&pid=bl&srcid=ADGEEShcBSGOih7yUv4bSol2l9UweaPxseZw7So9k9lE2DS8sqLNhLUpcudym4PiOrBnwTi--sU2WkZ981ZVgQGepQ-](#)

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[VmzDuokmYXoKSyBjt-S0rsrtA_6Hj6EGjsqai2f5lPMD9VNPY&sig=AHIEtbTiELyw0q-h_Hxca9VyAxz_epFWvg](#)

153. The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

True p; 78

False

154. Using a decision support system involves an interactive analytical modeling process.

TRUE

FALS

<http://www.scribd.com/doc/396842/Business-Support-Systems>

155. Evaluate recovery patterns, relevant costs involved is an example of the following:

Implementation

Choice

Monitoring Page#59

Phases

Example

Intelligence

Debtor's aging report

Design

Devise a discount or training policy

Choice

Select a discount/training policy

Implementation

Implement the discount/training policy

Monitoring

Evaluate recovery patterns, relevant costs involved.

156. Management is concerned with the day to day costs, production targets in _____
Service sector

Manufacturing Sector page#18

Trading sector

Spring 2009(9)

157. Decision making is the cognitive process of selecting a course of action from among

----- Alternatives

Multiple

Double

Triple

Ref: Pg# 69

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

158. _____ is a group of elements that are integrated with common purpose of objective.

Procedure

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System

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Firm

Ref: Pg# 30

A system is a group of elements that are integrated with the common purpose of achieving an objective.

159. Word Processing is an example of the following system: Office automation system

Decision support system

Word processing

Ref: Pg # 43

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For example

Word processing

Desktop publishing

Imaging & Web publishing

Electronic calendars – manager's appt. calendars

Email

Audio & video conferencing – establishing communication between geographically dispersed persons.

1. Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade?

► SAFTA

► SAARC

► **WTO**

The World Trade Organization (WTO) is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

<http://free-books-online.org/computers/information-system/effect-of-changes-in-environment/>

2. CBIS helps in updating every change being triggered in less time and with more effort.

► True

► False

. CBIS helps in updating every change being triggered in less time and with less effort.

page no 27

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3. ----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

► Robustness

► **Heuristic**

► DSS

► EIS

Pg:33

Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem solving. It assists in non-routine decision making process due to powerful analytical abilities.

4. Data Warehouse combines databases across an entire enterprise

► **True**

► False

The term data warehouse generally refers to the combination of many different databases across an entire enterprise.

5. Knowledge-Discovery in Databases and Data mining are known as thing.

► **True**

► False

Data mining is also known as Knowledge-Discovery in Databases (KDD).

6. Production subsystem needs to be linked with the marketing system to -----right amount of product.

► **Produce**

► Sale

► Purchase

Marketing

Production subsystem needs to be linked with the marketing system so as to produce right amount of product. (Page no.65)

7. Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

► Structured

► Semi Structured

► **Unstructured**

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best. www..net

8. Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications

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gap that exists between non-technical system users, and System designers and developers

► System Analysts

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- ▶ Software Engineers
- ▶ System Designers
- ▶ Chief Executives

Systems analysts work as a link between Business people, & Computer Programmers. Business People may define the business to be computerized, i.e. establish scope of computerization. However, they may not fully understand the capabilities and limitations of modern information technology.

9. Partial systems are successively built to produce a final total system in the following model:

- ▶ **Incremental Model** **Solved Anil**
- ▶ Waterfall
- ▶ RAID
- ▶ Iterative Model

designed, implemented and tested incrementally until the product is finished. (Page no.94)

10. Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

- ▶ **True**
- ▶ False

It is a system that uses computer aided techniques to control production facility. (Page no.63)

11. Information quality checklist is the criteria to evaluate _____ of information.

- ▶ Size
- ▶ **Quality**
- ▶ Need

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information.

12. In _____ style managers allow employees to take part in decision making.

- ▶ Authoritative
- ▶ Mixed
- ▶ **Democratic**

In a Democratic style, the manager allows the employees to take part in decision-making; therefore everything is agreed by the majority. The communication is extensive in both directions (from subordinates to leaders and vice-versa). This style can be particularly useful when complex decisions need to be made that require a range of specialist skills: www..net

13. _____ is the set of interconnected structural elements that provide the

framework.

- ▶ **Infrastructure**

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- ▶ System
- ▶ Organization

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure. It usually applies only to structures that are artificial. The term is used differently in a variety of fields; perhaps the single most well-known usage is in economics, where it refers to physical infrastructure such as buildings and roads.

14. _____ is known as father of warehouse.

- ▶ Stephen hawking
- ▶ Bill gates
- ▶ Bill Inmon

Decision Support Systems was defined by Bill Inmon, father of data warehouse.

15. Debtor's aging report is an example of the following phase?

- ▶ Intelligence
- ▶ Echoic
- ▶ Design

Debtors Aging analysis is the stratification of trade receivables in accordance of period of time since they have been due.

16. Devising a discount or training policy is an example of design phase.

- ▶ TRUE
- ▶ FALSE

Page no.72 www..net

17. _____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

- ▶ Management System
- ▶ Infrastructure
- ▶ Decision Support System

page 29

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure.

18. A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

- ▶ True
- ▶ False

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events. (Page no.12)

19. _____ Sources are used, which simplify the process of finding the proximity Literature.

- ▶ Secondary

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- ▶ Primary
- ▶ Tertiary

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20. Evaluate recovery patterns, relevant costs involved is an example of monitoring

► TRUE

► FALSE

Monitoring helps in evaluating the quality of decisions that have been made. This may include the following:

- o Quantifying the speed in the process of recovery.
- o Discount costs being born by the organization.
- o Customer response in accepting the entire policy
- o Once again MIS will be used to record and report the results / effects of the policy.

Paper 2010(2)

21. Instead of Information, data is more important in day to day decision making.

► True

► False

Ref: Page 11

Need for information

Information is required in day to day decision making. Without the availability of right quantity of information at the right time, the process of decision making is highly affected.

22. Medium size organizations usually have simple management structure than those of small organizations.

► False

► True

Ref:

Page # 7

Small organizations usually have simple management structure.

23. Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the-----

► Sector

► Country

► Organization

Pg:11

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization.

24. The information from the system not used for control purpose called _____

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- ▶ **Open loop system**
- ▶ Closed loop system

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- Open end System

Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

25----- *infrastructure consists of the physical facilities services and management that support all computing resources in an organization*

► Information

- Decision
- Management

Pg:29

Information frastructure consists of the physical facilities services and management that support all computing resources in an organization. There are five major components of infrastructure

26. *The turnaround time from the input of the transaction to the production for the output must be a few -----*

- Minutes or less
- Hours or less
- Seconds or less

Pg:31

Fast performance with a rapid response time is critical. Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less.

27. *Accounts should have a control over various recording points in the entire process from procurement to finished good store room.*

- False
- True

pg:55

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

;28. *Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?*

- OIS
- MIS
- EIS
- CBIS

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Organizational Information Systems (OIS)

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The term OIS views organization as a combination of process oriented groups whose information needs are related but independent. All functional systems should work together for problem solving since each system specialises in specific domain of information.

29. Organizations are distinguished on the basis of _____

- ▶ Attributes
- ▶ Policy
- ▶ **Management**

Pg:10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure
- Culture of the Organizations
- Management Style
- Decision Making Style

30. Devaluation of currency is called _____

- ▶ Interest rate
- ▶ **Inflation**
- ▶ Mark-up

A decrease in the value of a country's **money** was **called** a **devaluation** but the given option is a little change and strange..... i search this Q from google but didn't find any satisfactory result

31. _____ is not connected with environment.

- ▶ **Close system**
- ▶ Open system
- ▶ Closed Loop System

Pg:21

7.3.4 Closed Systems

- A system that is not connected with its environment
- Neither environment exerts any influence on the system nor does system influence the environment.

32. Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- ▶ True
- ▶ **False**

Pg:84

incremental Model

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

33. Which of the following models are an approach for developing systems based on

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producing deliverables frequently/repetitively?

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► Iterative

- Incremental
- RAID
- SDLC

Pg:86

Iterative Models

Iterative models are an approach for developing systems based on producing deliverables frequently/repetitively

34. The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

- True
- False

35. _____ Models are three dimensional representation of an entity (Object/Process).

- Physical
- Narrative
- Graphical

Pg:88

Spiral Model

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

36. There are five phases of decision making process.

- True
- False

Pg:63

16.1 Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

37. System analysts work as a link between business people and computer programmers.

- True
- False

Pg: 93

Why do we need Systems Analysts?

Systems analysts work as a link between Business people, & Computer Programmers.

38. Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

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► TRUE

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► FALSE

i didn't find any ref for this MCQ

40. *There are five phases of the decision making process, first one is intelligence.*

► **True**

► False

Phases of decision-making process are:

- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action
- Choice – selecting a course of action from those available
- Implementation – implementing the selected course of action
- Monitoring – checking the consequences of the decision made after implementation

Paper 2010(3)

41. *a hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.*

► **True**

► False

Page 20

A **hierarchical organization** is organization structured in a way such that every entity in the organization, except one, is subordinate to a single other entity. This is the dominant mode of organization among large organizations; most corporations and governments are hierarchical organizations

42. *Systems have collection of predefined ----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.*

► **Procedures**

► Sequences

► Policies

Ref: Systems have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results. The system & procedures in all kinds of environment are subject to internal controls and checks that are necessary to ensure the effectiveness of the same. (Page No.28)

43. *The results given by the system after the process has been performed on the data being input to the system called as-----.*

► **Output**

► Input

► Processing

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44. Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

- ▶ Structured
- ▶ Unstructured
- ▶ Semi-Structured

Ref : Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

45. Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ▶ Operational
- ▶ Managerial
- ▶ Strategic

Ref: Strategic Level

1. Formulation of new sales products, and identifying new sales opportunities.
2. Planning support for new products and services
3. Monitoring competitors (Page No.53)

46. Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

- ▶ True
- ▶ False

page 56

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

47. The procedures to follow when decision is needed can be specified in advance

- ▶ True
- ▶ False

48. Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

- ▶ TRUE
- ▶ FALSE

Ref : As opposed to model driven DSS, these systems use large pools of data found in major organizational systems. They help to extract information from the large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

49. Information that is outdated, inaccurate, or hard to understand has much less value

- ▶ TRUE

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► FALSE

50. In _____ final product is intangible

► **Service sector**

► Manufacturing Sector

► Trading sector

51. _____ is a set of defined set of instructions aimed to achieve goals

► **Procedure**

► System

► Organization

52. Closed System depends on _____ and data.

► **Internal resources**

► External resources

► Procedures

Ref : • A system that is not connected with its environment

Neither environment exerts any influence on the system nor does system influence the environment. When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

54. Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► False

55. System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► True

► False

Ref: “A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose.”

56. Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

► **Spiral**

► Iterative

► Waterfall

► Incremental

page 88

spiral model is actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed

to the linear view of the waterfall approach. It can incorporate other models in its various developmental

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phases.

57. *There are five phases of the decision making process, first one is intelligence.*

- ▶ **True**
- ▶ False

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after

58. *_____ Information is just like feedback of organization image in public.*

- ▶ **Informal**
- ▶ **External**
- ▶ Formal

59. *_____ sources materials in which the information from secondary sources has been digested.*

- ▶ Primary
- ▶ Tertiary
- ▶ Secondary

Ref : Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form

60. *In which of the following category information is presented in its original form neither interpreted nor condensed nor evaluated by other writers?*

- ▶ **Primary Information**
- ▶ Tertiary Information
- ▶ Secondary Information
- ▶ All of above

Paper 2010(4)

61. *Information should be tailored in accordance with the organization's culture and structure.*

- ▶ **True**
- ▶ False

Ref:

Pg# 13

Information should be tailored in accordance with the organization's culture and structure.

62. *The information from the system not used for control purpose called _____*

- ▶ **Open loop system**

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- ▶ Closed loop system
- ▶ Open end System

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Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system is not used for control purpose

63. A system is a group of ----- that are integrated with the common purpose of achieving an objective.

- ▶ Information
- ▶ Data Sets
- ▶ Elements

Pg:20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

64. With a ----- decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

- ▶ Closed-loop
- ▶ Open-loop
- ▶ Closed System

Pg:26

With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

65. The departmental structures are ----- in banking and financial sector.

- ▶ Different
- ▶ Same
- ▶ Mixed

Pg:47

Financial Sector

The departmental structures are different in banking and financial sector.

66. Information by itself is proving to be the most critical resource for organizations.

- ▶ True
- ▶ False

Pg:57

IT Department

Information by itself is proving to be the most critical resource for organizations.

67. Plans provide a direction but not framework for action.

- ▶ True
- ▶ False

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Pg:67

Plans provide a direction and framework for action.

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68. Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

► True

► False

Pg:89

21.2 Prototyping

“Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.”

69. Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

► **True**

► False

.Pg:59

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

71. Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions

- Customer needs

► TRUE

► FALSE

Ref : As opposed to model driven DSS, these systems use large pools of data found in major organizational systems. They help to extract information from the large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

73. In _____ style managers allow employees to take part in decision making.

► Authoritative

► Mixed

► Democratic

Ref: In a Democratic style, the manager allows the employees to take part in decision-making: therefore everything is agreed by the majority. The communication is extensive in both directions (from subordinates to leaders and vice-versa). This style can be particularly useful when complex decisions need to be made

that require a range of specialist skills: www..net

74. Closed System depends on _____ and data.

► Internal resources

► External resources

► Procedures

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Pg:24

When we refer to a closed system we talk

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of a system that is dependant on internal resources and data for decision making rather than external environment.

75. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

► True

► False

Pg:88

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

76. System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► True

► False

.Pg:92

• System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

77. Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

► No

► Yes

Pg:6

2.4 Organization & Information Requirements

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other.

Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures

79. Which of the following are the examples of Primary sources?

- Commentaries, review articles and literature reviews
- Directories, Guidebooks, manuals, Chronologies
- Interviews, surveys and fieldwork
- None of the

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pg:2

Some examples of primary sources:

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1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork

80. *An information system that automatically generates report on regular basis and is not used to monitor input or activities is called:*

- ▶ Open loop system
- ▶ Closed loop system
- ▶ Closed end System

Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for

control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to

non-existence of internally defined objectives. That is,

- o Input
- o Process
- o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Spring 2009(1)

81. Procedures are organized in a----- manner to form systems

Logical

page#28

Physical

Hybrid

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6.1 Purpose of Systems & Procedures

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The basic purpose behind setting up systems and procedures is to make available information when required. But when procedures are organized in a logical manner to form systems, the value of information as an output of a system enhances.

82. Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole

True **page#31**

False

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

83. The term information architecture describes a specialized -----which relates to the management of information and employment of informational tools.

Skill Set **page#40**

Data Set

Tool Set

The term information architecture describes a specialized **skill set** which relates to the management of information and employment of informational tools. It has a significant degree of association with the library sciences. Many library schools now teach information architecture.

84. An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called___

DDS

MIS **page#33**

IS

“An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization.”

85. Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC

System Design

System Analysis

Audit Trials

Ref:

Pg#68

Project lifecycle vs. SDLC

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The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

Solve Anil Baba's

86. CRM software requires highly integrated environment for high Productivity, which is rarely available.

True

False

Ref:

Pg#45

CRM software requires highly integrated environment for high productivity, which is rarely available.

87. Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP

MRP

CRP

Ref:

Pg#52

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

88. Information products made more valuable by their attributes, characteristics, or qualities

TRUE

FALSE

Information products made more valuable by their attributes, characteristics, or qualities

89. In----- decisions, problem is recurring and repetitive

Unstructured

Structured

Semi structured

Ref:

Pg#60

Structured decisions

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action.

90. _____is the raw data entered in the computer system.

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Input element

Control Mechanism

Output System

Ref:

Pg#20

Input elements

Raw Data input to the computer system

91. A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

False

Ref:

Pg#92

Or alternatively as:

“A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose.”

92. System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Ref:

Pg#92

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Spring 2009(2)

93. Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True

False

REFERENCE: Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues etc. page 16

94. They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

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Graphical Model

Mathematical Model

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Algebra Model

Mathematical Models page 38

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner.

95. Waterfall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True

False

- Waterfall model places emphasis on documentation (such as requirements documents and design documents) as well as source code. page 83

96. BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

True

False

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.. page 52

97. Decision procedures can be pre-specified, but not enough to lead to the correct decision are called-----

Structured Decisions doubt

Unstructured Decisions

Semi Structured Decisions

98. Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence

Design

Choice

Implementation

page#63

- Implementation – implementing the selected course of action

99. Devise a discount or training policy is an example of choice phase.

TRUE

FALSE

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Phases

Intelligence

Example

Debtor's aging report

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Design

	<u>Devise a discount or training policy</u>
Choice	Select a discount/training policy
Implementation	Implement the discount/training policy
Monitoring	Evaluate recovery patterns, relevant costs involved.

100. *Source of information is generally categorize in primary, secondary and*

Proximity
Initially
Tertiary
Ref:

Pg# 1

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

101. Which of the following structure contains less number of management levels?

Flat Structure **page#11**

Tall Structure
Classical structure

Pg:11

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels

102. *Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?*

Iterative

Incremental p; 84

Raid

incrimental model combines the elements of the waterfall model with the philosophy of prototyping.

103. RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False p; 84

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. **This model combines the elements of the waterfall model with the philosophy of prototyping.**

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It might be unwilling to accept the high level of responsibility if organization is dominated by__and the culture is_____.

Right Answer: Top Management, Autocratic

Factors of-----are basic elements of reducing manufacturing cost

Right Answer: Production

_____models are three dimensional representation of an entity or object. Right

Answer: Physical Models

Prototypes are used in:

Right Answer: Iterative Models

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Right Answer: Cognitive process

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Right Answer: Segmenting projects

Level of_____refers to the perfection in solution the model will achieve Right

Answer: Level of optimization

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Right Answer: Materials Requirement Planning (MRP)

Which of the following system is linked to all the information systems in an organization?

Right Answer: Accounting information system (AIS)

Newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Right Answer: True

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Right Answer: Decision making

The combination of many_____databases across an entire enterprise is known as data warehouse.

Right Answer: Different

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Right Answer: Waterfall Model

In the real world, it is_____to specify all of the alternatives and its consequences.

Right Answer: Impossible

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Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Right Answer: Computer Aided Manufacturing (CAM)

Temporal CSFs in an organization, results from _____

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Right Answer: Internal organizational needs and changes

The mechanism by which the more specific class in a generalization includes the attributes and operations of general class is called _____

Right Answer: Inheritance

Entity represents sources of data received by the system or destinations of the data produced by the system.

Right Answer: True

The main focus of Object Oriented analysis is to study the _____ of objects.

Right Answer:

Which of the following carry characteristics of specialization?

Trying to fit people and organizations into information systems has been major reason for _____.

Right Answer: Failure

(CBIS) stands for -----

Right Answer: Computer Based Information System

_____ provide a direction and framework for action while _____ planning is an accepted responsibility of management.

Right Answer: Plans, Business

Which of the following model is the earliest one? Right Answer: Waterfall

Which of the following problems posses multiple solutions with fewer parameters being less manipulate able

Right Answer: Unstructured

Medium Sized organizations are normally a family ownership run by

Right Answer: Father-sons and Brothers

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ? Right Answer: Business Environment

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Right Answer: Infrastructure

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers?

Right Answer: Primary information

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Right Answer: SDLC (systems development life cycle)

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

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Right Answer: Order processing subsystem

The basic purpose behind setting up systems and procedures is to make available information

Right Answer: True

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Right Answer: Abstract

A structure through which individuals cooperate systematically to conduct business called organization.

Right Answer: True

Participative management style approach is a combination of both authoritative and mixed style

Right Answer: False

Quality maintenance is an issue which requires structured reporting.

Right Answer: True

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions?

Right Answer: Islamic

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Right Answer: IT planning

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Right Answer: System design

_____ states that inventory is manufactured or acquired only as the need for it arises.

Right Answer: JIT

The information can also be ranked in accordance with the qualities it has.

Right Answer: True

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin

Right Answer: True

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We find the value of the inputs necessary to achieve a desired level of output in

_____ **analysis**
Right Answer: Goal Seek Analysis

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically? **Right Answer:** Computer Aided Design (CAD)

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Right Answer: What-if analysis

Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization?

Right Answer: Organizational culture

The information from the system not used for control purpose called ____

Right Answer: Open-Loop System

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade

Right Answer: World Trade Organization (WTO)

There is a greater emphasis on models in case of _____

Right Answer: DSS (Decision Support System)

_____ are created for just one department.

Right Answer: Data Mart

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

Right Answer: KSS, DSS

The set of _____ being discharged set the tone and structure of that department.

Right Answer: Responsibilities

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Right Answer: Organizational Information Systems (OIS)

Continue change in work force is harmful for an organization

Right Answer: True

Instead of Information, data is more important in day to day decision making **Right Answer:** False

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired

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results.

Right Answer: Systems

Information system must fulfils the needs of the -----

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Right Answer: Business

Every decision we take in daily life requires some sort of information about the alternatives available.

Right Answer: True

The interface is implemented by _____

Right Answer: Classes

Characteristics of object are called _____

Right Answer: Attributes

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Right Answer: Competitive market

Organizations can be distinguished on the basis of following criteria /criterias

Right Answer: Organizational structure, Culture of the Organizations, Management Style & Decision Making Style

We can get help in non-routine decision making through _____

Right Answer: Decision Support System (DSS)

Sources of information are generally categorized as -----

Right Answer: Primary, Secondary & Tertiary

Searching for conditions in the environment that call for decisions, refers to the _____ phase of decision making process.

Right Answer: Intelligence

Information regarding monitoring and controlling the business is provided by _____

Right Answer: MIS

_____ knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in _____ form
Right Answer: Tacit, structured

According to _____ model, organizations are not rational.

Right Answer: Garbage Can

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Right Answer: Heuristic

Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

Right Answer: Computer aided Engineering (CAE)

Closed System depends on _____ and data.

Right Answer: Internal resources

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Generation of relevant data is the objective of every information system Right Answer: False

The reports generated by the _____ are used for analytical decision making by the management.

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Right Answer: MIS

Manufacturing process involves more than one sub-process.

Right Answer: True

_____ models represent its entities with an abstraction of lines, symbols or shapes.

Right Answer: Graphical Models

CBIS helps in updating every change being triggered in less time and with more effort.

Right Answer: False

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Right Answer: Open-Loop System

Distributing common information to every one may result in waste of time and confusion.

Right Answer: False

Small organizations usually have complex management structure **Right Answer:**
False

In which of the following organizations all critical managerial positions are usually controlled by the family members

Right Answer: Medium-sized organizations

Data mining is also known as _____ in databases

Right Answer: Knowledge discovery

Question # 1 of 10 (Start time: 03:08:11 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

Pg#19

Quality maintenance is an issue which requires structured reporting.

Question # 2 of 10 (Start time: 03:09:00 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Pg#87

If organization is dominated by top management and culture is autocratic,

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employees might be unwilling to accept the high level of responsibility.

Question # 3 of 10 (Start time: 03:10:23 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

Successful projects

Pg#78

Segmenting projects allows managers to verify the successful completion of project phases before allocating resources to subsequent phases.

Question # 4 of 10 (Start time: 03:11:51 PM) Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility

Pg#83

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

5 of 10 (Start time: 03:13:20 PM) Total Marks: 1

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

Designing

Analyzing

Planning

Implementation

Pg#78

The planning process is concluded by recommending a monitoring and control mechanism.

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Question # 6 of 10 (Start time: 03:14:31 PM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

Pg#44

What-If analysis

Attempt to check the impact of a change in the assumptions (input data) on the proposed solution

Question # 7 of 10 (Start time: 03:15:23 PM) Total Marks: 1

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Teritiary Sources

option a and b both

pg#12

1. Primary sources are original materials on which other research is based

Question # 8 of 10 (Start time: 03:16:01 PM) Total Marks: 1

_____ helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

Pg#53

12.3 Benefits of Marketing IS

MKIS helps organizations in efficient channel management. Following can be identified as some of the

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benefits of MKIS.

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1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles

Question # 9 of 10 (Start time: 03:17:31 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

Pg#39

Infrastructure, generally, is the set of interconnected structural elements that provide the framework

for supporting the entire structure.

Question # 10 of 10 (Start time: 03:18:13 PM) Total Marks: 1

Factors of----- are basic elements of reducing manufacturing cost

Select correct option:

Production

Quality

Brand

Cost

Pg#26

Factors of production are basic elements of reducing manufacturing cost. Cheap and skilled labour

Availability of raw material, infrastructure.

Question # 1 of 10 (Start time: 03:26:25 PM) Total Marks: 1

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Pg#52

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The term OIS views organization as a combination of process oriented groups whose information needs are related but independent.

Question # 2 of 10 (Start time: 03:27:45 PM) Total Marks: 1
_____information is available in manufacturing information system.

Select correct option:

- Sales
- Purchase

Stock

Product

Pg#65

For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

Question # 3 of 10 (Start time: 03:29:15 PM) Total Marks: 1

Data mining is also known as _____ in databases

Select correct option:

- knowledge management
- knowledge processing

knowledge discovery

knowledge transfer

pg#47

Data mining is also known as Knowledge-Discovery in Databases (KDD).

Question # 4 of 10 (Start time: 03:30:15 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

- success
- efficiency
- increased productivity

failure

pg#86

Trying to fit people and organizations into information systems has been major reason for failure.

Question # 5 of 10 (Start time: 03:31:27 PM) Total Marks: 1

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In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small Size

none of these options

pg#17

3.1.2 Medium Sized Organizations

Medium Sized organizations are normally a family ownership run by brothers, father-son. There are

Many organizations existing these days which are being run by the family members. The prime concern may be the trust already fostered among the blood relations but this might give rise to informal relationship among them. Since all critical managerial positions are usually controlled by the family members, information is structured only to the extent of external reporting.

Question # 6 of 10 (Start time: 03:32:11 PM) Total Marks: 1

A_____decision making model is the most popular type of model and is based around a cognitive judgment of the pros and cons of various options.

Select correct option:

Garbage Can

Irrational Man

Rational Man

Muddling through

Question # 7 of 10 (Start time: 03:33:30 PM) Total Marks: 1

Manufacturing process involves more than one sub-process.

Select correct option:

True

False

Pg#18

1. Manufacturing Sector

Manufacturing process involves more than one sub-processes, detailed information is required before

transferring materials for warehousing, manufacturing and sale to final consumer.

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Question # 8 of 10 (Start time: 03:34:24 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Pg#30

Open-Loop System

The determinant factor in an open loop system is that the information from the system not used

for

control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due

to

non-existence of internally defined objectives. That is,

o Input

o Process

o Output

Example

An information system that automatically generates report on regular basis and are not used to

monitor

input or activities.

Question # 9 of 10 (Start time: 03:35:46 PM) Total Marks: 1

_____provide a direction and framework for action while_____planning is an accepted responsibility of management.

Select correct option:

Businesses, plan

Plans, quality

Configuration, system

Plans, business

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Pg#77

Business planning is an accepted responsibility of management. Plans provide a direction and framework for action.

Question # 10 of 10 (Start time: 03:36:42 PM) Total Marks: 1

_____ helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

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Pg#53

MKIS helps organizations in efficient channel management. Following can be identified as some of

the

benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS

helps in maintaining these profiles.

Question # 1 of 10 (Start time: 03:39:46 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

: Which of the following phase commences with developing the vision and desired future positioning of I.T within the organization?

Select correct option:

Strategic planning

Tactical planning

Operational planning

Requirements planning

Pg#77

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Strategic Plan -- This phase commences with developing the vision and desired future positioning of information technology within the organization.

Question # 3 of 10 (Start time: 03:41:28 PM) Total Marks: 1
_____summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

OLAP

GDSS

Pg#47

OLAP summarizes transactions into multidimensional user defined views.

Question # 4 of 10 (Start time: 03:42:02 PM) Total Marks: 1

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Select correct option:

CAD

PRM

MRI

MRP

Pg#62

Material

Requirements Planning (MRP) is software based production planning and inventory control system

For material procurement and scheduling.

Question # 5 of 10 (Start time: 03:42:38 PM) Total Marks: 1

Which of the following is a set of management and control activities which focus on quality assurance?

Select correct option:

CIM

MRP

QTM

TQM

Pg#61

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13.8 Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance

.

Question # 6 of 10 (Start time: 03:43:21 PM) Total Marks: 1

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Pg#28

Generation of relevant information is the objective of every information system.

Question # 7 of 10 (Start time: 03:43:43 PM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS

MIS

TPS

Pg#44

Greater emphasis on models, display
graphics & ad hoc queries.

Question # 8 of 10 (Start time: 03:44:56 PM) Total Marks: 1

Which of the following model is the earliest one?

Select correct option:

Waterfall

Rapid prototyping

Extreme programming

Spiral

reference

Question # 9 of 10 (Start time: 03:46:08 PM) Total Marks: 1

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The set of _____ being discharged set the tone and structure of that department.
Select correct option:

responsibilities

rules
laws
processes
pg#57

Departments are structured based on the set of related responsibilities. **The set of responsibilities**
Being discharged set the tone and structure of that department.

Question # 10 of 10 (Start time: 03:46:50 PM) Total Marks: 1
_____includes data preparation which may involve data filtering, data transformations and selecting subsets of records.
Select correct option:

Exploration

Deployment
Model building
Stationing
Pg#47

Exploration – includes data preparation which may involve filtering data and data transformations,
selecting subsets of records.

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1
_____is the set of interconnected structural elements that provide the framework for supporting the entire structure
Select correct option:

Management System

Infrastructure

Decision Support System
Transaction processing system
Pg#39

Infrastructure, generally, is the set of interconnected structural elements that provide the framework

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for supporting the entire structure.

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Question # 2 of 10 (Start time: 07:01:29 PM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Pg#12

3. They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.

Question # 3 of 10 (Start time: 07:02:28 PM) Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

SDLC

System programming

Software testing

Software configuration

Pg#78

Project lifecycle vs. SDLC

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

Question # 4 of 10 (Start time: 07:03:43 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

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Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Pg#61

Order processing subsystem gives a snapshot of statuses of various orders placed, at any given time.

Question # 5 of 10 (Start time: 07:04:41 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Pg#28

The basic purpose behind setting up systems and procedures is to make available information when required.

Question # 6 of 10 (Start time: 07:05:49 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

Successful projects

Pg#78

Segmenting projects allows managers to verify the successful completion of project phases before allocating resources to subsequent phases.

Question # 7 of 10 (Start time: 07:07:08 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

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Select correct option:

concrete
actual

abstract

tangible

pg#47

A model is an abstract representation that illustrates the components or relationships of a phenomenon.”

Question # 8 of 10 (Start time: 07:07:54 PM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Pg#15

A structure through which individuals cooperate systematically to conduct business.

Question # 9 of 10 (Start time: 07:08:32 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Pg#22

Mixed

The approach is a combination of both authoritative and participative style.

Question # 10 of 10 (Start time: 07:10:01 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

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success
efficiency
increased productivity

failure

pg#86

Trying to fit people and organizations into information systems has been major reason for failure.

Question # 1 of 10 (Start time: 07:12:37 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Pg#87

If organization is dominated by top management and culture is autocratic, employees might be unwilling to accept the high level of responsibility.

Question # 2 of 10 (Start time: 07:13:35 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

Pg#19

Quality maintenance is an issue which requires structured reporting.

Question # 3 of 10 (Start time: 07:14:22 PM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

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Both option a and b

None of these options

Pg#17

Medium Sized organizations are normally a family ownership run by brothers, father-son. There are

many

organizations existing these days which are being run by the family members. The prime concern

may be the trust already fostered among the blood relations but this might give rise to informal relationship

among them. Since all critical managerial positions are usually controlled by the family members,

information is structured only to the extent of external reporting.

Question # 4 of 10 (Start time: 07:14:53 PM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Pg#24

Business Environment is defined as “all elements that exist outside the boundary of the business

(Organization) and have the potential to affect all or part of the organization

Question # 5 of 10 (Start time: 07:15:29 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

system differs from secular Islamic

Christian

Hindu

Social

Question # 7 of 10 (Start time: 07:16:32 PM) Total Marks: 1

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Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning

Requirements planning

Configuration planning

Pg#77

IT planning provides a structured means of addressing the impact of technologies, including emerging technologies, on an organization.

Question # 8 of 10 (Start time: 07:17:35 PM) Total Marks: 1

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

Pg#69

Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.

Question # 9 of 10 (Start time: 07:18:23 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

SRS

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System design

Database design

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Prototyping

Pg#86

Solved Anil

System Design

System design includes the desired features and operations in detail, including screen layouts, business rules, process diagrams other documentation. It involves converting the informational, functional, and network requirements identified during the initiation and planning phases into unified design specifications.

Question # 10 of 10 (Start time: 07:19:01 PM) Total Marks: 1

_____states that inventory is manufactured or acquired only as the need for it arises.

Select correct option:

JET

JIT

JTI

TQM

Pg#64

Just in time (JIT) – A Japanese idea that inventory is manufactured (or acquired) only as the need

for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.

Question # 1 of 10 (Start time: 01:20:57 PM) Total Marks: 1

The departmental structures are_____in banking and financial sector.

Select correct option:

Different

Same

Mixed

Identical

Pg:47

13.1 Financial Sector

The departmental structures are different in banking and financial sector.

Question # 2 of 10 (Start time: 01:21:45 PM) Total Marks: 1

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Well structured problems are constrained problems with _____ solutions that engage the application of a limited number of rules and principles within well defined parameters.

Select correct option:

- divergent
- convergent**
- different
- disparate

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• **Structured:** Well-structured problems are constrained problems with convergent solutions that engage the application of a limited number of rules and principles within well-defined parameters.

Question # 3 of 10 (Start time: 01:22:29 PM) Total Marks: 1

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called _____

Select correct option:

- Knowledge base
- Development engine
- Knowledge management**
- Inference engine

[Page 49](#)

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called Knowledge Management.

Question # 4 of 10 (Start time: 01:23:27 PM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

- What-If
- Goal Seek
- Lexical
- Business

[Pg#44](#)

[What-If analysis](#)

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Attempt to check the impact of a change in the assumptions (input data) on the proposed solution

Question # 5 of 10 (Start time: 01:24:58 PM) Total Marks: 1

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Ref: Every transaction affects our records in a number of ways. CBIS helps in updating every change being triggered in less time and with less effort. (page no.36).

Question # 6 of 10 (Start time: 01:26:17 PM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS

MIS

TPS

Page 44

Greater emphasis on models, display graphics & ad hoc queries.

Question # 7 of 10 (Start time: 01:27:06 PM) Total Marks: 1

The concept of incremental decision making is introduced by the _____ model.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

Muddling Through"

This model is closer to reality as compared to the above two goals. This model has introduced the concept

of incremental decision making, which decisions are taken by choosing policies most likely the previous

ones. For this purpose the information systems need to be intelligent and include knowledge based

systems to help accumulate and use knowledge. page 65

Question # 8 of 10 (Start time: 01:27:58 PM) Total Marks: 1

Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization

Select correct option:

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Organizational culture

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Organizational Structure
Management Style
Decision Making Style

Pg:11

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization.

Quiz Start Time: 01:20 PM

Time Left 87

sec(s)

Question # 9 of 10 (Start time: 01:29:06 PM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c Ref:

Pg# 1

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question # 10 of 10 (Start time: 01:29:33 PM) Total Marks: 1

Level of _____ refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization

compression

attenuation

Level of optimization – the perfection in solution the model will achieve.

page 49

Continue change in work force is harmful for an organization

Select correct option:

True

False

Continue change in work force is harmful for an organization. page 26

Question # 2 of 10 (Start time: 04:38:21 PM) Total Marks: 1

“Treat each customer uniquely” is the motto of the entire _____ process.

Select correct option:

CRM

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Product development

Marketing

Promotion

“Treat each customer uniquely” is the motto of the entire CRM process. Through the personalization process, the company can increase customer loyalty.
page 55

Question # 3 of 10 (Start time: 04:39:33 PM) Total Marks: 1

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

ccounting information system (AIS) is linked to all the information systems in an organization. page 65

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

True

False

Distributing common information to every one may result in waste of time and confusion.
page 16

Question # 5 of 10 (Start time: 04:41:43 PM) Total Marks: 1

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Ref: Page 11

Need for information

Information is required in day to day decision making. Without the availability of right

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quantity of information at the right time, the process of decision making is highly affected.

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Data mining is also known as _____ in databases

Select correct option:

knowledge management

knowledge processing

knowledge discovery

knowledge transfer

Data mining is also known as Knowledge-Discovery in Databases (KDD).

page 47

Question # 7 of 10 (Start time: 04:43:29 PM) Total Marks: 1

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

The organizational structures are formulated in order to efficiently manage the business operations.

page 15

Question # 8 of 10 (Start time: 04:44:19 PM) Total Marks: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Select correct option:

True

False

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

page 12

Question # 10 of 10 (Start time: 04:46:17 PM) Total Marks: 1

Decision making is the cognitive process of selecting a course of action from among ----- alternatives.

Select correct option:

Multiple

Double

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Triple
None of these options

Pg:59

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

- **Business Operations**
- Business Size
- Business Cost
- Business Processes

The organizational structures are formulated in order to efficiently manage the business operations.

page 15

Which of the following system is linked to all the information systems in an organization?

Select correct option:

- Marketing information system
- **Accounting information system**
- Human resource information system
- Manufacturing information system

ccounting information system (AIS) is linked to all the information systems in an organization.

page 65

Question # 4 of 10 (Start time: 05:16:31 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

- concrete
- actual
- **abstract**
- tangible

“A model is an abstract representation that illustrates the components or relationships of a phenomenon.”

Page no 47

Question # 5 of 10 (Start time: 05:17:12 PM) Total Marks: 1

It is to be noted that IS and MIS are same.

Select correct option:

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True

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False

Question # 6 of 10 (Start time: 05:18:21 PM) Total Marks: 1

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Select correct option:

- Information System
- **System**
- Organization
- None of above options

Ref: Systems have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results. The system & procedures in all kinds of environment are subject to internal controls and checks that are necessary to ensure the effectiveness of the same. (Page No.28)

Question # 7 of 10 (Start time: 05:19:38 PM) Total Marks: 1

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

- CBIS
- MIS
- DIS
- **OIS**

pg:42

12.1 Organizational Information Systems (OIS)

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent. All functional systems should work together for problem solving since each system specialises in specific domain of information.

Question # 8 of 10 (Start time: 05:20:43 PM) Total Marks: 1

Which of the following is an organized approach of making choices in complex decision situations through identifying and evaluating creative options?

Select correct option:

- Structured decision making approach
- Unstructured decision making approach
- **Semi structured decision making approach**
- Psychological decision making approach

Question # 10 of 10 (Start time: 05:23:16 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

- **Open loop system**

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- Closed loop system

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- Closed end System
- Open system

Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for

control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,

- o Input
- o Process
- o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

information is available in manufacturing information system.

Select correct option:

- Sales
 - Purchase
 - Stock**
 - Product
- Page no 65

For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

The concept of incremental decision making is introduced by the _____ model.

Select correct option:

- Rational Man
- Garbage Can
- Muddling through**
- Irrational Man

“Muddling Through”

This model is closer to reality as compared to the above two goals. This model has introduced the concept of incremental decision making, which decisions are taken by choosing policies most likely the previous ones. For this purpose the information systems need to be intelligent and include

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knowledge based

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systems to help accumulate and use knowledge. page 65

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

Select correct option:

True

False

Page no 16

Which of the following decision making approach is followed when some or all of the structural elements of the decision situation are undefined, ill-defined or unknown?

Select correct option:

Semi structured decision making approach

Structured decision making approach

Unstructured decision making approach

Psychological decision making approach

Small organizations usually have complex management structure

Select correct option:

True

False

Page 17

Small Organizations

Small organizations usually have simple management structure.

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Ref: Page 11

Need for information

Information is required in day to day decision making. Without the availability of right quantity of information at the right time, the process of decision making is highly affected.

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

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Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

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Question # 2 of 10 (Start time: 06:43:39 PM) Total Marks: 1

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin

Select correct option:

True

False

Information regarding monitoring and controlling the business is provided by _____

Select correct option:

DSS

TPS

MIS

KSS

[REF...PAGE 44](#)

[MIS Provides information on monitoring and controlling the business.](#)

Question # 6 of 10 (Start time: 06:47:53 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework.

Select correct option:

Infrastructure

System

Organization

Internet

REFERENCE: Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure. It usually applies only to structures that are artificial.

Question # 7 of 10 (Start time: 06:49:26 PM) Total Marks: 1

_____ are created for just one department.

Select correct option:

Data marts

Narrative data models

Data driven DSS

Graphical data models

Page 47

[As a result, subsets, known as "data marts," are often created for just one department or product line.](#)

Question # 3 of 10 (Start time: 06:56:52 PM) Total Marks: 1

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Select correct option:

Manufacturing

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Sales
Marketing
Human Resource

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It is an information system that combines many human resources functions, including benefits administration, payroll, recruiting and training, and performance analysis and review into one package.

Where problem is recurring and repetitive, the _____ factors can be identified in order to identify a particular course of action.

Select correct option:

different
multiple
common
various

Page 70

Structured decisions

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action.

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Pg#61

Order processing subsystem gives a snapshot of statuses of various orders placed, at any given time.

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Select correct option:

CAD
PRM
MRI
MRP

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Materials Requirement Planning (MRP)

Material procurement needs to be planned in compliance with the production Schedule.

Initially companies

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used to do plan it manually through a document termed as “Material Requirement Plan”.
Material

Requirements Planning (MRP) is software based production planning and inventory control system for

material procurement and scheduling

.summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

OLAP

GDSS

Pg#47

OLAP summarizes transactions into multidimensional user defined views.

which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size page 7

LargeSize

Small Size

none of these options

Pg#17

Medium Sized organizations are normally a family ownership run by brothers, father-son. There are

many organizations existing these days which are being run by the family members. The prime concern

may be the trust already fostered among the blood relations but this might give rise to informal relationship among them. Since all critical managerial positions are usually controlled by the family members, information is structured only to the extent of external reporting.

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

page 31

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

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False

Pg#15

A structure through which individuals cooperate systematically to conduct business.

_____models are three dimensional representation of an entity or object.

Select correct option:

Narrative

Physical

Mathematical

Graphical

Pg:38

11.3.1 Physical Models

• Physical models are three dimensional representation of an entity (Object / Process).

Physical models

used in the business world include scale models of shopping centres and prototypes of new automobiles

.losed system is dependent on the internal resources and data.

Select correct option:

True

False

Page 33 When we refer to a closed system we talk

of a system that is dependant on internal resources and data for decision making rather than external

A system is a group of -----that are integrated with the common purpose of achieving an objective.

Select correct option:

Information

Data Sets

Elements

Data and information

Pg:20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

he _____model is often perceived as political or anti-rational.

Select correct option:

Rational Man

Irrational Man

Muddling through

Garbage Can

The set of _____being discharged set the tone and structure of that department.

Select correct option:

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responsibilities

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rules

laws

processes

The set of responsibilities being discharged set the tone and structure of that department.

page 57

1 sure

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Continue change in work force is harmful for an organization

Select correct option:

True

False

Closed system is dependent on the internal resources and data.

Select correct option:

True

False

Generation of relevant data is the objective of every information system

Select correct option:

True

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False

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

_____communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Small organizations usually have complex management structure

Select correct option:

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False
True

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False

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

regarding monitoring and controlling the business is provided by _____

Select correct option:

DSS

TPS

MIS

KSS

_____information system combines benefits administration, payroll, recruiting

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False
and training, performance analysis and review into one package.

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Select correct option:

Manufacturing

Sales

Marketing

Human Resource

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

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Super market

Online Market

Competitive market

None of these options

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Decision making is the cognitive process of selecting a course of action from among ----- alternatives.

Select correct option:

Multiple

Double

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Triple

None of these options

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

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tangible

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In _____ building, managers attempt to gather more administrative and financial power.

Select correct option:

Monarchy

Dynasty

Empire

Territory

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination

Select correct option:

True

False

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

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False

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Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

Select correct option:

CEE

CNC
CAE

MRP

Which of the following subsystem needs to be linked with the marketing system so as to produce right amount of product?

Select correct option:

Human Resource Subsystem

Production subsystem

Accounting & Finance subsystem

Quality Assurance subsystem

In which of the following organizations all critical managerial positions are usually

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controlled by the family members.

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Select correct option:

Medium Size

LargeSize

Small Size

none of these options

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Organizations can be distinguished on the basis of following criteria /criterias

Select correct option:

Organizational structure

Culture of the Organizations

Management Style and Decision Making Style

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option a , b and c

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Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

_____system can be used to simulate the consequences of each alternative generated.

Select correct option:

DSS

MIS

EIS

CNC

Organization is a group of elements that are integrated with the common purpose of achieving an object.

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Select correct option:

True

False

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

_____ information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

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Product

_____ engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

DSS

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Select correct option:

(SAFTA)

(SAARC)

(WTO)

None of above.

Question # 5 of 10 (Start time: 08:55:38 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

_____ system can be used to simulate the consequences of each alternative generated.

Select correct option:

DSS

MIS

EIS

CNC

Factors of ----- are basic elements of reducing manufacturing cost

Select correct option:

Production

Quality

Brand

Cost

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Discovering_____and_____contained within the business activity & history and predict future behavior is the purpose of data mining.

Select correct option:

structures, possibilities

structures, patterns

relationships, possibilities

patterns, relationships

Question # 1 of 10 (Start time: 09:09:53 PM) Total Marks: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

_____is known as the father of warehouse

Select correct option:

Stephen hawking

Bill gates

Bill Inmon

Edgar Codd

Page no 43

Discovering_____and_____contained within the business activity & history and predict future behavior is the purpose of data mining.

Select correct option:

structures, possibilities

structures, patterns

relationships, possibilities

patterns, relationships

Question # 2 of 10 (Start time: 09:19:40 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

Question # 3 of 10 (Start time: 09:20:28 PM) Total Marks: 1

_____is known as the father of warehouse

Select correct option:

Stephen hawking

Bill gates

Bill Inmon page no 43

Edgar Codd

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_____models are three dimensional representation of an entity or object.

Select correct option:

Narrative

Physical not sure

Mathematical

Graphical

_____information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

Product

Question # 6 of 10 (Start time: 09:23:36 PM) Total Marks: 1

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

Question # 7 of 10 (Start time: 09:24:32 PM) Total Marks: 1

Organization is a group of elements that are integrated with the common purpose of achieving an object.

Select correct option:

True

False

Question # 8 of 10 (Start time: 09:25:12 PM) Total Marks: 1

CRM software requires highly integrated environment for high_____, which is rarely available.

Select correct option:

Sale

Productivity page no 55

Promotion

Customer satisfaction

sec(s)

Question # 9 of 10 (Start time: 09:26:29 PM) Total Marks: 1

An_____representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

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Question # 10 of 10 (Start time: 09:27:14 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Question # 1 of 10 (Start time: 11:21:06 AM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

Question # 2 of 10 (Start time: 11:21:34 AM) Total Marks: 1

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

Select correct option:

prefer

don't like

deny

refuse

Question # 3 of 10 (Start time: 11:22:28 AM) Total Marks: 1

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Tertiary Sources

option a and b both

Question # 4 of 10 (Start time: 11:23:10 AM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework.

Select correct option:

Infrastructure

System

Organization

Internet

Question # 5 of 10 (Start time: 11:23:51 AM) Total Marks: 1

Information regarding monitoring and controlling the business is provided by

Select correct option:

DSS

TPS

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MIS

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KSS

Question # 6 of 10 (Start time: 11:24:14 AM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS

MIS

TPS

Question # 7 of 10 (Start time: 11:25:02 AM) Total Marks: 1

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Select correct option:

CAD

PRM

MRI

MRP

Question # 8 of 10 (Start time: 11:25:46 AM) Total Marks: 1

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically?

Select correct option:

CDA

MRP

CAD

CNC

Question # 9 of 10 (Start time: 11:26:26 AM) Total Marks: 1

Where problem is recurring and repetitive, the _____ factors can be identified in order to identify a particular course of action.

Select correct option:

different

multiple

common

various

Question # 10 of 10 (Start time: 11:27:10 AM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 1 of 10 (Start time: 12:25:16 PM) Total Marks: 1

Procedures are organized in a physical manner to form systems.

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Select correct option:

True

False

Question # 2 of 10 (Start time: 12:25:27 PM) Total Marks: 1

Every industry has its own _____ which gives rise to a different set of sub-systems as part of the information system.

Select correct option:

command structure

departmental structure

policies

responsibilities

Question # 3 of 10 (Start time: 12:25:49 PM) Total Marks: 1

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

Question # 4 of 10 (Start time: 12:26:13 PM) Total Marks: 1

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Select correct option:

(SAFTA)

(SAARC)

(WTO)

None of above.

Question # 5 of 10 (Start time: 12:26:35 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Question # 6 of 10 (Start time: 12:26:58 PM) Total Marks: 1

The concept of incremental decision making is introduced by the _____ model.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

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Question # 7 of 10 (Start time: 12:27:18 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 8 of 10 (Start time: 12:27:37 PM) Total Marks: 1

_____also has the ability to explain the line of reasoning in reaching a particular solution, which_____does not have.

Select correct option:

DSS, MIS

OLAP, KSS

KSS, DSS

GDSS, DSS

Question # 9 of 10 (Start time: 12:27:56 PM) Total Marks: 1

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

Competitive market

None of these options

Question # 10 of 10 (Start time: 12:28:23 PM) Total Marks: 1

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin

Select correct option:

True

False

Question # 1 of 10 (Start time: 01:20:57 PM) Total Marks: 1

The departmental structures are_____in banking and financial sector.

Select correct option:

Different page 57

Same

Mixed

Identical

Question # 3 of 10 (Start time: 01:22:29 PM) Total Marks: 1

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called _____

Select correct option:

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Knowledge base

Development engine

Knowledge management

Inference engine

Question # 4 of 10 (Start time: 01:23:27 PM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

Question # 5 of 10 (Start time: 01:24:58 PM) Total Marks: 1

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False page 36

CBIS helps in updating every change being triggered in less time and with less effort.

Question # 6 of 10 (Start time: 01:26:17 PM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS page 44

MIS

TPS

Question # 7 of 10 (Start time: 01:27:06 PM) Total Marks: 1

The concept of incremental decision making is introduced by the _____ model.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

Question # 8 of 10 (Start time: 01:27:58 PM) Total Marks: 1

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Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization

Select correct option:

Organizational culture

Organizational Structure

Management Style

Decision Making Style

Quiz Start Time: 01:20 PM

Time Left 87

sec(s)

Question # 9 of 10 (Start time: 01:29:06 PM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c

Quiz Start Time: 01:20 PM

Time Left 84

sec(s)

Question # 10 of 10 (Start time: 01:29:33 PM) Total Marks: 1

Level of _____ refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization page 49

compression

attenuation

Closed system is dependent on the internal resources and data.

Select correct option:

True

False

Generation of relevant data is the objective of every information system

Select correct option:

True

False

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

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True

False

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_____communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Small organizations usually have complex management structure

Select correct option:

True

False

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product

development process

Cognitive process

Planning process regarding monitoring and controlling the business is provided by

Select correct option:

DSS

TPS

MIS

KSS

_____information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Select correct option:

Manufacturing

Sales

Marketing

Human Resource

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Cheaper factor of production is a challenge for the survival of a company in which of the

Select correct option:

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following market?

Select correct option:

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Super market
Online Market

Competitive market

None of these options

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Decision making is the cognitive process of selecting a course of action from among ----- alternatives.

Select correct option:

Multiple

Double

Triple

None of these options

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

In _____ building, managers attempt to gather more administrative and financial power.

Select correct option:

Monarchy

Dynasty

Empire

Territory

High level of foreign trade has resulted in imports and exports which require inter linkage

Select correct option:

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for smooth coordination

Select correct option:

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True

False

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

Select correct option:

CEE

CAE

MRP

Which of the following subsystem needs to be linked with the marketing system so as to produce right amount of product?

Select correct option:

Human Resource

Subsystem

Production subsystem

Accounting & Finance subsystem

Quality Assurance subsystem In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small

none of these options

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Organizations can be distinguished on the basis of following criteria /criterias

Select correct option:

Organizational structure

Culture of the Organizations

Management Style and DecisionMaking Style

option a , b and c

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

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Select correct option:

Quality assurance subsystem

Order processing subsystem

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Controlled processing subsystem

Concurrent processing subsystem

_____system can be used to simulate the consequences of each alternative generated

Select correct option:

DSS

MIS

EIS

CNC

Organization is a ***** of elements that are integrated with the common purpose of achieving an object.

Select correct option:

True

False

_____is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

_____information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

Product

Question # 1 of 10 (Start time: 05:42:50 PM)

Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Question # 2 of 10 (Start time: 05:43:55 PM)

Total Marks: 1

Factors of----- are basic elements of reducing manufacturing cost

Select correct option:

Production

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Quality

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Brand

Cost

Question # 3 of 10 (Start time: 05:45:03 PM)

Total Marks: 1

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS page no 52

Question # 5 of 10 (Start time: 05:47:27 PM)

Total Marks: 1

Information regarding monitoring and controlling the business is provided by

Select correct option:

DSS

TPS

MIS

KSS

Question # 6 of 10 (Start time: 05:48:39 PM)

Total Marks: 1

A _____ decision making model is the most popular type of model and is based around a cognitive judgment of the pros and cons of various options.

Select correct option:

Garbage Can

Irrational Man

Rational Man

Muddling through

Question # 7 of 10 (Start time: 05:50:03 PM)

Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

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Question # 8 of 10 (Start time: 05:51:14 PM)

Total Marks: 1

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

True

False

Question # 9 of 10 (Start time: 05:52:18 PM)

Total Marks: 1

The set of _____ being discharged set the tone and structure of that department.

Select correct option:

responsibilities

rules

laws

processes

Question # 10 of 10 (Start time: 05:53:21 PM)

Total Marks: 1

In the real world, it is _____ to specify all of the alternatives and its consequences.

Select correct option:

possible

certain

helpful

impossible

Information system must fulfill the needs of the _____:

Customers

Business

Employee

Organization

_____ helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

DSS

OLAP

MKIS

KSS

_____ information is available in manufacturing information system.

Sales

Purchase

Stock

Product

_____ information can be sought only from marketing information system

Sales

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Purchase

Stock

Product

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Planning

Decision Making

CNC

MRP

A _____ decision making model is the most popular type of model and is based around a cognitive judgment of the pros and cons of various options.

Garbage Can

Irrational Man

Rational Man

Muddling through

The set of _____ being discharged set the tone and structure of that department.

Responsibilities

Rules

Laws

Processes

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

_____ system simulates the judgment and behavior of a human or an organization.

Proficient

Expert

Knowledgeable

Open-loop

NOTE:

Expert system (Definition) An expert system is a computer program that simulates the judgment and behavior of a human or an organization that has expert knowledge and experience in a particular field. Typically, such a system contains a knowledge base containing accumulated experience and a set of rules for applying the knowledge base to

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each particular situation that is described to the program. Sophisticated expert systems can be enhanced with additions to the knowledge base or to the set of rules.

Factors of _____ are basic elements of reducing manufacturing cost
Production

Quality

Brand

Cost

Level of _____ refers to the perfection in solution the model will achieve

Depletion

Optimization

Compression

Attenuation

_____ models represent its entities with an abstraction of lines, symbols or shapes.

Narrative

Physical

Mathematical

Graphical

_____ is the optimum quantity of replenishment stock to order from a supplier.

DOQ

EOQ

EEQ

COQ

NOTE: Stands for economic order quantity

_____ is any mathematical form a formula or equation.

Narrative model

Graphical model

Mathematical model

Physical model

_____ is a model that which describe its entity with spoken or written words.

Narrative model

Graphical model

Mathematical model

Physical model

_____ is a three-dimensional representation of its entity.

Narrative model

Graphical model

Mathematical model

Physical model

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Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 1

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Question # 2

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

Select correct option:

True

False

Ref:Page 26

To solve a problem,: There are varieties of problems facing a business in the contemporary world. Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues etc.

Question # 3

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Page 63

Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question # 4

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Level of _____ refers to the perfection in solution the model will achieve

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Depletion

Optimization

Compression

Attenuation

Page 49

Level of optimization – the perfection in solution the model will achieve.

Question # 5

_____also has the ability to explain the line of reasoning in reaching a particular solution, which_____does not have.

Select correct option:

DSS,MIS

OLAP,KSS

KSS,DSS

GDSS,DSS

Page 50

Knowledge Support Systems (KSS) / Intelligent Systems

These systems are used to automate the decision making process, due to its high-level-problem-solving support. KSS also has the ability to explain the line of reasoning in reaching a particular solution, which DSS does not have.

Question # 6

_____are created for just one department.

Select correct option:

Data marts

Narrative data models

Data driven DSS

Graphical data models

Page 47

As a result, subsets, known as "data marts," are often created for just one department or product line.

Question # 7

Small organizations usually have complex management structure

Select correct option:

True

False

Page 17

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Small Organizations

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Small organizations usually have simple management structure.

Question # 8

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically?

Select correct option:

CDA

MRP

CAD

CNC

Page 63

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

Question # 9

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management system

Infrastructure

Decision support system

Transaction processing system

Page 39

Infrastructure

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure.

Question # 10 of 10 (Start time: 06:18:30 PM) Total Marks: 1

Closed System depends on _____ and data.

Select correct option:

Internal resources

External resources

Procedures

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Technical resources

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Page 34

Closed system – entry to the library is restricted to the students only.

Thus in an open system we refer to the connection it has to its environment by means of inflows and outflows of resources between the environment and organization. When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

Question # 1 of 10

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization?
Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Ref: Page 24

Business Environment is defined as “all elements that exist outside the boundary of the business(Organization) and have the potential to affect all or part of the organization

Question # 2 of 10

Medium size organizations usually have simple management structure than those of small organizations;
Select correct option:

True

False

Ref:page 17

Lessson#3

Question # 3 of 10

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?
Select correct option:

CAM

MCA

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CNC

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MRP

Ref:page 63

Computer Aided Manufacturing (CAM) Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question # 4 of 10

Generation of relevant data is the objective of every information system

Select correct option:

True

False

(zh,,dec10)

Ref:page 18

Data & Information

Generation of relevant information is the objective of every information system. Now we would move fwd with the definition & necessity of information systems

Question # 5 of 10

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Ref:Page 11

- Every decision we take in daily life requires some sort of information about the alternatives available. For instance, in the above example certain factors need to be considered before taking a decision.

Question # 6 of 10

The reports generated by the -----are used for analytical decision making by the management.

Select correct option:

MIS

DSS

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EIS

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TIP

Ref:Page 42

the MIS are used for analytical decision making by the management. The application software can construct projections, build scenarios, do what if analysis to enable better decision making.

Question # 7 of 10

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in_____form
Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

Ref:Page 49

• Tacit knowledge – informal internal knowledge, which resides in the minds of the employees but has not been documented in structured form

Question # 8 of 10 Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

Competitive market

None of these options

Ref:Page 26

• Competition for cheaper factors of production

Cheaper factor of production is a challenge for the survival of a company in competitive market. Factors of production are basic elements of reducing manufacturing cost.

Question # 9 of 10

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A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

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True

False

Ref:Page 12

- A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Question # 10 of 10

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Ref:Page 12

Primary Sources

They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.

Q# 1

In any organization, end users rely on many types of information systems like:

- A) Simple manual (paper-and-pencil) information systems.
- B) Formal (written procedures) and informal (word-of-mouth) systems.
- C) Computer-based information systems.
- D) **All of the choices are correct.**

Q# 2

Until the 1960's, the role of most information systems was which of the following?

- A) **Accounting.**
- B) Transaction processing.
- C) Decision support systems.
- D) All of the choices are correct.

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Q# 3

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Your author defines e-business as:

- A) The use of technology to work and empower business people.
- B) The use of information technology to work and empower business processes.
- C) *The use of information technology to work and empower business processes, electronic commerce, and enterprise collaboration.*
- D) The use of technology to empower people.

Q# 4

As a prospective manager, business professional, and knowledge worker, you will be challenged by the ethical responsibilities generated by the use of information technology. Which of the following represents an improper, irresponsible, or harmful to others use of information technology?

- A) *Collusion.*
- B) Incentives.
- C) Business intelligence.
- D) Human resource management.

Q# 5

Which of the following countries has the least expensive IT professional labor costs?

- A) United States.
- B) Canada.
- C) England.
- D) *India.*

Q# 6

Within the context of an information system, which one of the following would be considered typical end users?

- A) Managers.
- B) Clerical staff.
- C) Customers.
- D) *All of the choices are correct.*

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Q# 7

Which of the following would NOT be considered hardware resources?

- A) Microcomputer systems, midrange computer systems, and large mainframe computer systems.
- B) Keyboards and electronic mice.
- C) Data media such as sheets of paper.
- D) **Programs and procedures.**

Q# 8

In an information system, software resources would include all of the following except:

- A) System software.
- B) Operating system program.
- C) **The Internet.**
- D) Application software.

Q# 9

As described in your text, five basic resources of information systems include:

- A) Hardware, software, networks, the Internet, and knowledge bases.
- B) Hardware, software, data, networks, and the Internet.
- C) **Hardware, software, data, networks, and people.**
- D) None of the choices are correct.

Q# 10

Data resources of information systems include:

- A) Alphanumeric data.
- B) Text data.
- C) Image data.
- D) **All of the choices are correct.**

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1

An information system is a combination of hardware, software, and data resources that transforms information in an organization.

- A) True
- B) **False**

2

There are three fundamental reasons for all business applications of information technology. They relate to the three vital roles that information systems can perform for a business enterprise. One of these roles is support of its business processes and operations.

- A) **True**
- B) False

3

Enterprise collaboration systems involve the use of software tools to support communication, coordination, and collaboration among members of a networked team or workgroup.

- A) **True**
- B) False

4

The success of an information system should be measured only by its efficiency in terms of minimizing costs, time, and the use of information resources.

- A) True
- B) **False**

5

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Information technology and information systems cannot be mismanaged nor misapplied in such a way that IS performance problems create both technological and business failure.

- A) True
- B) **False**

6

Developing successful information system solutions to business problems has become easy for business managers and professionals.

- A) True
- B) **False**

7

A potential risk that must be faced by business managers who implement major applications of technology is consumer boycotts.

- A) **True**
- B) False

8

Information systems represent a major functional area of business equally as important to business success as the functions of accounting, finance, operations management, marketing, and human resource management.

- A) **True**
- B) False

9

Systems have three basic functions: processing, output, and dissemination.

- A) True
- B) **False**

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10

A system does not exist in a vacuum; it exists and functions in an environment containing other systems.

- A) **True**
- B) False

Competing with Information Technology

1

The strategic role of information systems involves using information technology to develop products, services, and capabilities that give a company major advantages over the competitive forces it faces in the marketplace. How is this accomplished?

- A) **Through a strategic information architecture.**
- B) Through competitive forces.
- C) Through knowledge management.
- D) All of the choices are correct.

2

Your text outlines five competitive forces that shape the structure of competition in its industry. Which one of the following is NOT one of the five basic competitive forces discussed in your text?

- A) Bargaining power of customers.
- B) Threat of new entrants.
- C) Threat of substitutes.
- D) **Strategic dominance.**

3

Which of the following is one of the competitive strategies a company can use to counter

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competitive forces?

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- A) Rivalry of competition.
- B) **Innovation.**
- C) Bargaining power of customers.
- D) Bargaining power of suppliers.

4

The value chain concept was developed by Michael Porter, where a firm is viewed as a series, or chain, or network of basic activities that add value to its products and services, and thus add a margin of value to the firm. One of the primary activities in a firm's "value chain" typically includes:

- A) Administrative services.
- B) Technology development.
- C) Human resource management.
- D) **Marketing and sales.**

5

One of the most important implementations of competitive strategies is business process reengineering (BPR). What is BPR?

- A) A customer's perception of a customer-focused business that offers the best value.
- B) **A fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in cost, quality, speed, and service.**
- C) Organizational operations and development.
- D) A customer's perception that uses the Internet.

6

Which of the following is a strategy of a virtual company?

- A) **Share infrastructure and risks with alliance partners.**
- B) Never manufacture a product.
- C) Increase product concept to on the shelf for sale time.
- D) None of the choices are correct.

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7

Knowledge creating companies exploit two kinds of knowledge—explicit and tacit knowledge. Tacit knowledge deals with:

- A) Data, documents, things written down or stored on computers.
- B) *"How-tos" knowledge, which resides in workers.*
- C) Ability to use data mining techniques to capture external information.
- D) All of the choices are correct.

8

How could a business benefit from business process re-engineering?

- A) BPR is future oriented.
- B) BPR is typically cross functional.
- C) BPR generates brand new processes.
- D) *All of the choices are correct.*

9

When a company can make a profit in markets with broad production ranges and short model lifetimes and can produce orders individually in an arbitrary lot size, it can be described as a(n):

- A) Virtual company.
- B) Differentiated company.
- C) *Agile company.*
- D) Cost leader.

10

When a company makes investments in IT to improve its operations or promotes innovation, it can erect _____ that would discourage or delay competitors from entering a market.

- A) Switching costs.
- B) Differentiation.
- C) *Barriers to entry.*
- D) None of the choices are correct.

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Computer Hardware

1

Which one of the following statements would best apply to a microcomputer?

- A) They are exclusively single user systems.
- B) They must be portable.
- C) They are not used as professional workstations.
- D) **They can include a size classification called "laptop."**

2

Which of the following statements is false concerning workstation computers?

- A) Support applications with heavy mathematical computing and graphics display demands.
- B) **More powerful than a mini computer and used primarily for word processing and e-mail.**
- C) Are also called midrange computers.
- D) Would be a good choice for someone doing computer aided design.

3

Which of the following is NOT a key concern for corporate PC buyers?

- A) Operating system ready.
- B) Solid performance.
- C) Reasonable price.
- D) **Providing every employee with the most up-to-date system available on the market.**

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4

Which of the following is a true statement concerning mainframe computers?

- A) Are synonymous with super computers.
- B) Are an excellent choice for running local area networks of 10 computers or less.
- C) Are small in size, with a main processor that is very fast.
- D) **Continue to handle information processing needs of companies with high transaction processing volumes.**

5

Which one of the following statements would best describe a personal digital assistant?

- A) Support applications with heavy mathematical computing and graphic display demands such as computer-aided design.
- B) Used to coordinate telecommunications and resource sharing in small local area networks and Internet and intranet web sites.
- C) **Designed for convenient mobile communications and computing using touch screens.**
- D) All of the choices are correct.

6

A computer is a system of hardware devices organized according to which of the following functions?

- A) Input, output, and storage.
- B) Input, processing, output, and control.
- C) **Input, processing, output, storage, and control.**
- D) Input, output, storage, and control.

7

Computer processing speeds are commonly measured today in:

- A) Milliseconds.
- B) Microseconds.
- C) **Nanoseconds.**

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D) None of the choices are correct.

8

Which of the following is true concerning peripherals?

- A) Smaller capacity is better.
- B) Inkjet printers are better suited for high volume business uses than are laser printers.
- C) *CD & DVD drives are a necessity for software installation.*
- D) Backup systems are no longer essential.

9

Input technology includes:

- A) Smart cards and digital cameras.
- B) Speech recognition systems and scanners.
- C) Touch pads and touch screens.
- D) *All of the choices are correct.*

10

Today's optical disk choices include all but which of the following:

- A) CD ROM.
- B) CD Recordable.
- C) DVD (digital video disk).
- D) *All of the choices are optical disks.*

1

Although some microcomputers are powerful workstation computers, they have yet to develop the capacity to support applications with heavy mathematical computing and

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graphics display demands such as computer-aided design (CAD) in engineering, or investment and portfolio analysis in the securities industry.

- A) True
- B) **False**

2

Numerous studies have shown that the price of a new computer is only a small part of total cost of ownership.

- A) **True**
- B) False

3

Intelligent terminals use keypads, touch screens, bar code scanners, and other input means to capture data and interact with end users during a transaction, while relying on servers or other computers in the network for further transaction processing.

- A) **True**
- B) False

4

Personal digital assistants can be classified as information appliances.

- A) **True**
- B) False

5

Mid-range computers are systems of input, processing, and output. Mainframe computers, however, are systems of input, processing, and output, as well as storage and control components.

- A) True
- B) **False**

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6

A computer is a system, an interrelated combination of components that performs the basic system functions of input, processing, output, storage, and control. The central memory is the computer's main processing component and can also be referred to as RAM.

- A) True
- B) **False**

7

A computer peripheral can be an input device, an output device, or a storage device.

- A) **True**
- B) False

8

Speech recognition can be classified as a form of output. The major disadvantage of voice computing systems is that they are not technologically or economically feasible for a variety of applications that could benefit from this form of input.

- A) True
- B) **False**

9

Video display remains the most common type of computer input.

- A) True
- B) **False**

10

When using a sequential storage media such as magnetic disk or CD-ROM, data are recorded in a predetermined sequence and must be retrieved in that sequence.

- A) True
- B) **False**

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Computer Software

1

A web browser is best described as a(n):

- A) *General purpose application program.*
- B) Application specific program.
- C) System management program.
- D) System development program.

2

Which of the following would be considered an application specific program?

- A) Microsoft Office.
- B) *A computerized reading tutorial program.*
- C) Excel.
- D) All of the choices are correct.

3

Which of the following is NOT considered a system management program?

- A) System utilities.
- B) Network management programs.
- C) Operating system.
- D) *Enterprise Resource Planning software.*

4

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Which of the following software would be used to help end users store, organize, and retrieve information about customers, clients, and prospects, as well as schedule and management appointments, meetings, and tasks?

- A) *Personal information manager.*
- B) Excel.
- C) Word Processing.
- D) E-Mail.

5

Groupware is collaboration software that is used to help workgroups and teams work together to accomplish group assignments. Groupware features support collaboration mainly through:

- A) Electronic mail.
- B) Discussion groups and databases.
- C) Scheduling and task management.
- D) *All of the choices are correct.*

6

Which of the statements below is a true statement regarding purchasing software?

- A) A software license is purchased, which allows the buyer to install the software on all the computers in an individual household.
- B) A software license is purchased, which allows a business to install the software on all the computers in the company at one physical site.
- C) *A software license is purchased which allows the user to use the software under terms of the agreement.*
- D) None of the choices are correct.

7

The primary purpose of an operating system is:

- A) To power up the computer so the end user can then work with whatever software he/she needs.
- B) To save files on secondary storage.

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C) *To maximize the productivity of the computer system by operating it in the most efficient manner.*

D) To send jobs to printers and other peripherals.

8

_____ refers to software that is delivered with unrestricted access to its source code.

A) *Open source software.*

B) Groupware software.

C) Microsoft project software.

D) Mac operating system software.

9

Programming languages such as Visual Basic, C++, and Java are considered fifth generation languages. They tie data elements to the procedures or actions that will be performed on the data elements. Thus they are best described as:

A) Procedural languages.

B) Assembly languages.

C) *Object oriented languages.*

D) None of the choices are correct.

10

Which of the following is a popular programming language for developing multimedia web pages, websites, and web-based applications?

A) Cobol.

B) *Java.*

C) Basic.

D) Assembler.

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1

Solved Anil SAleem

COTS is the general term used to describe various kinds of programs used to operate computers and related devices.

- A) True
- B) **False**

2

COTS software is software that is commercial off-the-shelf software. Such software is purchased, installed, and ready for the customer's use.

- A) **True**
- B) False

3

According to your text, scheduling software designed for use in health-care offices would be an example of an application specific program.

- A) **True**
- B) False

4

One of the biggest advantages offered by software suites is that all the programs within the suite use a similar graphical user interface called a browser. This makes them very easy to learn.

- A) True
- B) **False**

5

Electronic spreadsheet packages are application programs, which are used for analysis, planning, and modeling. Popular examples of these spreadsheet programs include Microsoft Office and Corel Suite.

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- A) True
- B) **False**

6

Operating system functions include user interface, resource management, task management, email management, and utilities and other functions.

- A) True
- B) **False**

7

Fourth generation programming languages are more conversational than earlier programming languages, and fifth generation languages are even closer to English or other human languages.

- A) **True**
- B) False

8

Enterprise resource planning software systems are notoriously difficult to implement and run. As a result, some companies such as Premiere Technologies outsource the day-to-day management of its ERP system to companies with Internet enabled ERP outsourcing solutions.

- A) **True**
- B) False

9

The biggest advantage of application service providers (ASP) is that software purchasers can buy the software directly from the ASP, thus saving some of the cost that the vendor of the software would have charged.

- A) True
- B) **False**

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10

While an end user may have purchased an operating system that is said to be "multitasking," in reality only one task at a time is assigned to the CPU, but the switches from one program to another are so fast that it seems like executing the programs at the same time.

- A) True
- B) False

Data Resource Management

1

Which of the following places the common data elements in order from smallest to largest?

- A) Character, file, record, field, database.
- B) Character, record, field, file, database.
- C) Character, field, record, file, database.
- D) Bit, byte, character, record, field, file, database.

2

Which of the statements below best describes a database?

- A) Contains data elements describing entities and relationships among entities.
- B) Contains files and fields.
- C) Contains the hierarchy.
- D) None of the choices are correct.

3

In which of the following database structures do the relationships NOT have to be specified in advance?

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- A) Hierarchical.
- B) Network.
- C) **Relational.**
- D) Operational.

4

Using a relational database of students at a university, which database operation could be used to create a subset of records that includes only computer information systems majors?

- A) Project.
- B) **Select.**
- C) Join.
- D) Report.

5

During data planning and database design, data models that support business processes are used to develop databases that meet the information needs of users. These models are called:

- A) Association diagrams.
- B) Data dictionaries.
- C) Data manipulation language.
- D) **Entity relationship diagrams.**

6

Distributed databases:

- A) Can be on intranets and other networks.
- B) Can be copies of operational databases or any other type of database.
- C) Need to be replicated or duplicated so that the end users at any site have access to correct data.
- D) **All of the choices are correct.**

7

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Companies have found key value in using data warehouses for data mining, because they can:

- A) *Analyze static data to reveal hidden patterns and trends.*
- B) Analyze dynamic data to reveal hidden patterns and trends.
- C) Transform the data.
- D) None of the choices are correct.

8

Which of the following is not a benefit a company should experience when it moves away from traditional file processing systems to a database management approach?

- A) More flexibility.
- B) *More data redundancy.*
- C) More data integration.
- D) More data integrity.

9

Database development includes which of the following?

- A) Using a DBMS to develop prototypes of queries, forms, reports, and Web pages for a business application.
- B) Using transaction processing systems and other tools to add, delete, update, and correct the data in a database.
- C) *Defining and organizing the content, relationships, and structure of the data needed to build a database.*
- D) All of the choices are correct.

10

An international standard query language found in many DBMS packages is:

- A) Access.
- B) *Structured Query Language.*
- C) Select Report.
- D) Graphical User Interface.

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1

Because data can be so readily retrieved in so many different ways in today's business organization, there is less need for a planned organization or structure of the data.

- A) True
- B) **False**

2

A customer's phone number would be an example of data in a field within a record.

- A) **True**
- B) False

3

Of the hierarchical, network, and relational database structures described in your text, the network structure is the only one that makes ad hoc queries feasible for end users to complete without the aid of information systems professionals.

- A) True
- B) **False**

4

Database developers use the data dictionary in database management systems to develop and specify data contents, relationships, and structure. This information is cataloged and stored in a database of data definitions and specifications called a data definition language.

- A) True
- B) **False**

5

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In the early stages of the data planning and database design activities, database administrators and designers work with corporate and end user management to develop an intranet that defines the basic business process of the enterprise.

- A) True
- B) **False**

6

Examples of operational databases would include time and billing databases, service call management databases, asset tracking databases, and event management databases.

- A) **True**
- B) False

7

Data marts store data that have been extracted from various operational, external, and other databases of an organization. To reduce the sheer size of the data mart, it can be subdivided into individual data warehouses which hold subsets of the data that focus on specific aspects of the company.

- A) True
- B) **False**

8

Companies can effectively use data mining to acquire new customers, prevent current customer attrition, and cross—sell to existing customers.

- A) **True**
- B) False

9

One advantage of traditional file processing, when compared to databases, is that the individual data files are less dependent upon the application software used to access those files.

- A) True

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B) **False**

10

When an end user has access to both the query feature and the report generator feature of a database, that user can not only generate the query and obtain the results, but also put them into a report format that is easy to read.

A) **True**
B) False

Telecommunications and Networks

1

Which is true concerning industry trends in the telecommunications field?

- A) The industry continues to have fewer vendors because of regulations.
- B) **The industry has changed from government-regulated monopolies to a deregulated market with fierce competition.**
- C) The extensive use of the Internet has reduced the need for products, services, and providers.
- D) All of the choices are correct.

2

Communications networks can help a company:

- A) **Overcome geographic barriers by transmitting customer orders from traveling sales reps to corporate data center.**
- B) Overcome time barriers by transmitting customer orders from sales reps to corporate data center.
- C) Overcome cost barriers by providing credit authorization in seconds.

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D) None of the choices are correct.

3

Using extranets can help a company gain competitive advantages in:

- A) Product development.
- B) Marketing.
- C) Distribution.
- D) *All of the choices are correct.*

4

Local area networks:

- A) May be referred to as a metropolitan area network if they cover a large city or metropolitan area.
- B) Are used by many multinational companies to transmit information to their customers and suppliers across cities and countries.
- C) *Connect computers and other information processing devices within a limited physical area such as a building or a manufacturing site.*
- D) Require only three things: computers, telecommunications processors, and data to transmit.

5

A client/server network:

- A) Has clients that provide functions such as application control and shared computation.
- B) Uses client computers to provide copies of software to the server to allow server processing.
- C) *Provides a company with the capability to downsize from larger computer systems and move away from legacy systems.*
- D) Has server computers that perform all processing; clients are "dumb" input/output devices only.

6

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In a _____ network, when you request a file, a central server can search a directory for any other users who have that file and are online; when you receive the list of those users, you can click on one name to prompt the software to connect your PC to their PC and automatically transfer the file you want from their hard drive to yours.

- A) Ring.
- B) Bus.
- C) Star.
- D) **Peer-to-peer.**

7

According to your text, wireless networks:

- A) Are growing rapidly as new high-speed technologies are implemented.
- B) May save a company from a difficult and costly task of rewiring an older building for network access.
- C) Enable laptop PCs, PDAs, and other devices with WI-Fi modems to easily connect to the Internet.
- D) **All of the choices are correct.**

8

The OSI communication network architecture has seven layers. The "lower" layers:

- A) Are used whenever a message passes from or to a user.
- B) **Are used when any message passes through the host computer.**
- C) Includes the session and presentation layers.
- D) Includes the application layer.

9

A gateway is an inter-network processor. As such, a gateway is used to:

- A) Provide port-switching communications for shared access to a network's resources.
- B) **Interconnect networks that use different communications architectures.**
- C) Make connections between circuits in a single network.
- D) None of the choices are correct.

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10

Broadband communications channels:

- A) Move data more slowly than narrow-band.
- B) **Move data more rapidly than narrow-band.**
- C) Move data at the same rate as narrow-band.
- D) Are only available in local area networks.

1

When voice, data, text, images, audio, or video is exchanged over a network, this is an example of telecommunications.

- A) **True**
- B) False

2

Current business telecommunications trends include extensive use of the Internet, digital fiber optic, and wireless technologies and limited use of enterprise intranets, and interorganizational extranets.

- A) True
- B) **False**

3

Companies are deriving business value through their e-business and e-commerce applications by increasing customer loyalty and retention, attracting new customers, and developing new markets and channels.

- A) **True**
- B) False

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4

Companies are installing and extending intranets to publish and share valuable business information easily, inexpensively, and effectively.

- A) **True**
- B) False

5

The three major components of a telecommunications network include computers, network software, and terminals.

- A) True
- B) **False**

6

Client/server networks are no longer the predominant information architecture in enterprise wide computing, as the networks simply cannot handle the volume of data transmission necessary.

- A) True
- B) **False**

7

In a digital system, an electrical voltage or current is generated that is proportional to the quantity being observed.

- A) True
- B) **False**

8

As a telecommunications media, coaxial cable allows high-speed data transmission and is used instead of twisted pair wire lines in high-service metropolitan areas.

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- A) **True**
- B) False

9

Within a network, workstations, servers, printers, and other network resources are typically connected to a gateway.

- A) True
- B) **False**

10

OSI is the protocol for the Internet, providing a standard set of rules and procedures for the control of communications in the network.

- A) True
- B) **False**

Electronic Business Systems

1

Electronic business is the use of the Internet and other networks and information technologies to support which of the following?

- A) Electronic commerce.
- B) Enterprise communication and collaboration.
- C) Customer service management.
- D) **All of the choices are correct.**

2

Enterprise resource planning.

- A) Enterprise resource planning.

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- B) Customer relationship management.
- C) **Accounting information system.**
- D) Supply chain management.

3

Which of the following is NOT true regarding cross-functional enterprise systems?

- A) Many companies today are using information technology to develop integrated cross-functional enterprise systems that cross the boundaries of traditional business functions in order to reengineer and improve vital business processes across the enterprise.
- B) Companies view cross-functional enterprise systems as a strategic way to use IT to share information resources and improve the efficiency and effectiveness of business processes.
- C) Companies view cross-functional enterprise systems as a strategic way to use IT to develop strategic relationships with customers, suppliers and business partners.
- D) **All of the choices are true regarding cross-functional enterprise systems.**

4

Collaborative work management tools help people accomplish or manage group work activities. Which of the following is NOT a collaborative work management tool?

- A) Calendaring and scheduling.
- B) Workflow system.
- C) **Chat system.**
- D) Knowledge management.

5

Computer integrated manufacturing includes all but which of the following?

- A) Manufacturing resource planning.
- B) Manufacturing execution.
- C) Engineering systems.
- D) **Human resource needs.**

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6

Major application clusters in customer relationship management include all but which of the following?

- A) Contact and account management.
- B) Customer service and support.
- C) Sales.
- D) **Inventory control.**

7

Your text discusses three phases of customer relationship management: acquire, enhance, and retain. In the _____ phase, a business relies on CRM software tools and databases to help the company proactively identify and reward its most loyal and profitable customers to expand their business via targeted marketing and relationship marketing programs.

- A) Acquire.
- B) Enhance.
- C) **Retain.**
- D) All of the choices are correct.

8

Which is NOT one of the key benefits of ERP systems identified in your text?

- A) Significant reductions in transaction processing costs and hardware, software, and IT support staff compared to the nonintegrated legacy systems that were replaced by their new ERP systems.
- B) ERP provides vital cross-functional information on business performance quickly to managers to significantly improve their ability to make better decisions in a timely manner across the entire business enterprise.
- C) Implementing ERP systems breaks down many former departmental and functional walls or "silos" of business processes.
- D) **Low cost implementation.**

9

The correct order of the supply chain life cycle is:

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- A) Deliver, make, commit, and schedule.
- B) **Commit, schedule, make, and deliver.**
- C) Schedule, commit, make, and deliver.
- D) Make, schedule, commit, deliver.

10

Supply chain management systems can provide a company with:

- A) Faster, more accurate order processing.
- B) Increased agility and responsiveness in meeting demands of customers.
- C) Lower transaction and materials costs.
- D) **All of the choices are correct.**

1

Networked enterprises view cross-functional enterprise systems as a strategic way to use IT to centralize information resources and improve the efficiency and effectiveness of business processes, and develop strategic relationships with customers, suppliers, and business partners.

- A) **True**
- B) False

2

Enterprise application integration software helps a business connect across functions within the enterprise so that they work in a seamless, integrated way.

- A) **True**
- B) False

3

Sales force automation systems use mobile computing and Internet technologies to automate many information processing activities for processes related to sales and customer service.

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- A) **True**
- B) False

4

The overall goal of Internet based technologies is to create flexible, agile, manufacturing processes that efficiently produce products of the highest quality.

- A) True
- B) **False**

5

Managing the full range of the customer relationship involves two related objectives. One of those objectives is to provide the organization and all of its customer-facing employees with multiple views of every customer at every touch point and across all channels. The other is to provide the customer with a single view of the company and its extended channels.

- A) True
- B) **False**

6

Customer relationship management (CRM) improves a company's customer focus by assisting in the fulfillment of prospect and customer responses and requests by quickly scheduling sales contacts and providing appropriate information on products and services to sales representatives, while capturing relevant information for the CRM database.

- A) **True**
- B) False

7

One of the major drawbacks of ERP is that it cannot give a company an integrated real-time view of its core business processes, such as production, order processing, and inventory management.

- A) True

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B) **False**

8

Converting data from previous legacy systems to the new cross-functional ERP system is not a major category of ERP implementation costs.

A) True
B) **False**

9

Fundamentally, successful enterprise resource planning helps a company get the right products to the right place at the right time, in the proper quantity and at an acceptable cost.

A) True
B) **False**

10

Effective supply chain management within an organization can result in reductions in inventory levels, quicker times to market, and strategic relationships with suppliers.

A) **True**
B) False

Electronic Commerce Systems

1

Your text outlines three basic categories of electronic commerce applications. When businesses develop attractive electronic marketplaces to entice and sell products and services to customers, this is considered which type of application?

A) Business-to-business.

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- B) **Business-to-consumer.**
- C) Consumer-to-consumer.
- D) Many-to-many marketplace.

2

Your text outlines nine key components of the e-commerce process architecture that are the foundation of the e-commerce initiatives of many companies today. One of these components deals with developing, generating, delivering, updating, and archiving text data and multimedia information at e-commerce websites. This component is called:

- A) Search management.
- B) **Content management.**
- C) Customer management.
- D) Event notification.

3

Your text outlines nine key components of the e-commerce process architecture that are the foundation of the e-commerce initiatives of many companies today. When a customer purchases an airline ticket online and receives confirmation of that purchase by e-mail, this is an example of which component?

- A) Workflow management.
- B) **Event notification.**
- C) Security and control.
- D) Knowledge management.

4

Your text describes current e-commerce trends in applications and associated strategies taking place in the business-to-consumer market and the business-to-business market. Web brochures would be considered a short-term strategy in which market?

- A) **Business-to-consumer.**
- B) Business-to-business.
- C) Consumer-to-consumer.
- D) All of the choices are correct.

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5

The statement "A company's prices don't have to be the lowest on the Web if they build a reputation for high quality, guaranteed satisfaction, and top customer support while shopping and after the sale" applies to which of the following e-commerce success factors?

- A) Performance and service efficiency.
- B) **Selection and value.**
- C) Offering incentives to purchase.
- D) Security.

6

The statement "Web shopping and customer service must be friendly and helpful, as well as quick and easy" applies to which of the following e-commerce success factors?

- A) **Performance and service efficiency.**
- B) Selection and value.
- C) Offering incentives to purchase.
- D) Security.

7

The statement "A top e-tailer would provide an attractive Web storefront, website shopping areas, multimedia product catalog pages, and shopping features" applies to which of the following e-commerce success factors?

- A) Performance and service efficiency.
- B) Selection and value.
- C) **Look and feel.**
- D) Personal attention.

8

Which of the following would be an example of a many-to-many e-commerce marketplace?

- A) Buy side marketplace that attracts many suppliers to bid on the business of a major supplier.

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B) Distribution marketplace that unites major suppliers to attract a larger audience of buyers.

C) **An auction marketplace such as e-Bay.**

D) Sell-side marketplace that attracts many buyers to one major seller.

9

When a company has both e-commerce virtual business operations and traditional physical business operations, and employs a strategy of integrating the two operations, this is referred to as

A) Brick and mortar.

B) **Bricks and clicks.**

C) Clicks and hardscape.

D) Hardscape and shopping carts.

10

The content and catalog management component of e-commerce processes includes all but which of the following?

A) Dynamic content generation.

B) Pricing calculation.

C) Product configuration.

D) **Payment verification.**

1

For most companies today, electronic commerce encompasses the entire online process of developing, marketing, selling, delivering, servicing, and paying for products and services transacted on internetworked, global marketplaces of customers, with the support of a worldwide network of business partners.

A) **True**

B) False

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2

Companies involved in electronic commerce as buyers rely on Internet-based technologies and e-commerce applications and services to accomplish marketing, discovery, transaction, processing, and product and customer service processes.

- A) True
- B) **False**

3

Electronic personal advertising of products and services to buy or sell by consumers at electronic newspaper sites, consumer e-commerce portals or personal websites is a form of business-to-consumer e-commerce.

- A) True
- B) **False**

4

Your text outlines nine key components of the e-commerce process architecture that are the foundation of the e-commerce initiatives of many companies today. One of these components is customer profiling which deals with gathering data on customers and their website behavior and choices, and building electronic profiles of their characteristics and preferences.

- A) **True**
- B) False

5

One of the competitive necessities for the web retailer is real-time personalization. Real-time personalization works as a customer browses online and keeps track of customer behavior while online.

- A) **True**
- B) False

6

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Electronic debit transfer systems are a major form of electronic commerce systems in banking and retailing industries that use a variety of information technologies to capture and process money and credit transfers between banks and businesses and their customers.

- A) True
- B) **False**

7

A major advantage of the Internet, intranets, and extranets is they enable companies to create new channels for interactive communications within a company, with customers, and the suppliers, business partners, and others in the external environment.

- A) **True**
- B) False

8

Sniffer software is used to detect unauthorized individuals who are trying to get your personal information as it is being transmitted over the Web.

- A) True
- B) **False**

9

One of the factors leading to successful retailing on the Web involves giving online customers with similar interests a feeling of belonging to a unique group of like-minded individuals, which helps build customer loyalty and value.

- A) **True**
- B) False

10

eBay is an example of a many-to-some e-commerce marketplace.

- A) True
- B) **False**

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Decision Support Systems

1

"Typically composed of self-directed teams as well as middle managers that develops short- and medium-range plans, schedules, and budgets and specifies the policies, procedures, and business objectives for their subunits of the organization." This statement describes which level of management?

- A) **Tactical.**
- B) Operational.
- C) Organizational.
- D) Strategic.

2

Unstructured decisions are typically made at the _____ management level.

- A) **Strategic.**
- B) B. Tactical
- C) Operational.
- D) Organizational.

3

Which reporting alternative would best apply to the following statement: "Information is available whenever a manager summons it"?

- A) Periodic scheduled report.
- B) Exception report.
- C) **Demand report and responses.**
- D) Push reporting.

4

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Which type of analysis should be used to answer the following: Let's increase advertising by \$100 repeatedly so we can see its relationship to sales?

- A) **Sensitivity analysis.**
- B) Optimization analysis.
- C) What-if analysis.
- D) Goal-seeking analysis.

5

Which one of the following statements would NOT apply to executive information systems (EIS)?

- A) Provide management with immediate and easy access to information about the firm's critical success factors.
- B) **Are most useful to managers at the operational level of management.**
- C) Provide information to support the intelligence stage of the decision-making process.,
- D) Are most helpful in supporting unstructured decision-making processes.

6

Internal enterprise information portal applications might include access to which of the following?

- A) Other Internet news services.
- B) Links to industry discussion groups.
- C) **Decision support systems.**
- D) All of the choices are correct.

7

Today's information systems must provide fast answers to complex business queries. OLAP enables managers and analysts to interactively manipulate large amounts of detailed and consolidated data from many perspectives. When a manager manipulates data and looks at only a portion of a sales data base to show sales of a product within various regions, this is an example of:

- A) Consolidation.
- B) Drill down.

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- C) **Slicing and dicing.**
- D) Aggregation of data.

8

Which of the following application areas of artificial intelligence would include expert systems, neural networks, and intelligent agents?

- A) **Cognitive science applications.**
- B) Robotics applications.
- C) Natural interface applications.
- D) None of the choices are correct.

9

Which of the following provides answers to questions in a very specific problem area, such as recommending a particular model of a digital camera to a customer based on questions posed by the software and answered by the consumer regarding use, price, and other decision-making questions?

- A) Fuzzy logic system.
- B) Genetic algorithms.
- C) **Expert system.**
- D) Intelligent agent.

10

Artificial intelligence is attempting to duplicate which of the following human capabilities in computer-based systems?

- A) Thinking and reasoning, and using reason to solve problems.
- B) Learning or understanding from experience.
- C) Responding quickly and successfully to new situations.
- D) **All of the choices are correct.**

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1

As companies migrate toward responsive e-business models, they are investing in more data-driven decision support application frameworks rather than continuing to invest in legacy systems as research has proven that legacy systems no longer provide the necessary data managers need to respond rapidly to changing market conditions and customer needs.

- A) **True**
- B) False

2

The author of your text outlines a conceptual view of the levels of managerial decision-making. Unstructured decisions involve situations where the procedures to follow when a decision is needed cannot be specified in advance.

- A) **True**
- B) False

3

Your text outlines four major reporting alternatives provided by management information systems. An example of a periodic scheduled report that uses a pre-specified format designed to provide managers with information on a regular basis would include a monthly payroll report.

- A) **True**
- B) False

4

In online analytical processing, consolidation refers to the display of detailed data that comprise the consolidated data.

- A) True
- B) **False**

5

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Geographic information systems (GIS) are a special category of decision support system that integrates computer graphics with other DSS features.

- A) **True**
- B) False

6

Market basket analysis is a common type of data mining activity for marketing because it determines what products customers purchase together with other products.

- A) **True**
- B) False

7

A key disadvantage of enterprise information portals is that while they can enhance employee productivity in using internal information, they cannot enhance productivity or reduce web surfing when employees need external information.

- A) True
- B) **False**

8

Your text outlines three major application areas of artificial intelligence. Applications in AI that deal in cognitive science include the development of expert systems and other knowledge-based systems that add a knowledge base and some reasoning capability to information systems.

- A) **True**
- B) False

9

Advantages of expert systems include solving problems requiring a wide domain of knowledge, the ability of the software to learn, and low development costs.

- A) True
- B) **False**

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10

Neural networks can learn from the data processed, recognizing patterns and relationships in the data and can thus be used in applications such as guiding surgeons during brain surgery.

- A) **True**
- B) False

Developing Business/IT Solutions

1

The discipline of systems thinking can be referred to as "seeing the forest and the trees" in any situation. Which of the following accomplishes this?

- A) **Seeing interrelationships among systems rather than cause and effect chain of events**
- B) Seeing cause and effects of chain of events and observing discrete snapshots of change when change occurs.
- C) Seeing processes of change among systems and cause and effect chain of events.
- D) None of the choices are correct.

2

Which of the five categories of feasibility studies discussed in your text focuses on such things as cost savings, increased revenue, decreased investment requirements, and cost/benefit analysis?

- A) Operational.
- B) Technical.
- C) Human factors.
- D) **Economic.**

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3

Within the systems analysis phase of systems development, functional requirements are determined. Examples of functional requirements would include which of the following?

- A) *User interface requirements, processing requirements, storage, and control requirements.*
- B) User requirements for hardware and software resources.
- C) Training requirements and conversion requirements.
- D) None of the choices are correct.

4

Prototypes have replaced logical and physical design.

- A) An iterative and interactive development process with extensive end user involvement is an example of the systems development method known as:
- B) Rapid technical development.
- C) *Prototyping.*
- D) Systems application design.
- E) Feasibility study.

5

In end user development, IS professionals:

- A) Play an extensive role in helping end users through analysis, design, and implementation.
- B) *Play a consulting role, while the users do their own development.*
- C) Are never involved, as the end users are totally in control of their development.
- D) Guide the end users to focus first on input, followed by processing and then output to get the most from the end user systems.

6

According to your text, which of the following correctly describes the order of the phases of project management?

- A) *Initiate/define, plan, execute, control, and close.*

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- B) Plan, initiate, control, execute, and close.
- C) Initiate, control, plan, execute, and evaluate.
- D) None of the choices are correct.

7

Your text outlines several evaluation factors for IS services. Which one of the following is NOT a major IS services evaluation factor?

- A) Performance.
- B) Business position.
- C) Conversion.
- D) *All of the choices are IS service evaluation factors.*

8

Which of the four conversion strategies discussed in your text brings new systems online as a series of functional components that are logically ordered so as to minimize disruption to end users and the flow of business?

- A) Direct.
- B) Parallel.
- C) *Phased.*
- D) Pilot.

9

Which of the following is a correct statement concerning change and change management?

- A) To be successful, an eight-step approach must be applied to eliminate user resistance to new systems.
- B) *Successful implementation of new strategies and applications requires managing the effects of change in business processes, organizational structures, managerial roles, work assignments, and stakeholder relationships.*
- C) Of all the change management dimensions, the process factors are most difficult and take the longest time to resolve.
- D) Change should be presented to stakeholders as a necessary part of doing business, even though change does not happen frequently.

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1

A business process, such as the sales process, can be viewed as a system.

- A) **True**
- B) False

2

The traditional information systems development cycle has five steps that are based on the stages of the systems approach. These activities are highly related and independent.

- A) True
- B) **False**

3

Of the five categories of feasibility studies that are part of the systems development process, the technical feasibility focuses on how well the proposed system will fit with the existing organizational structure.

- A) True
- B) **False**

4

During the systems design stage of systems development, the development team focuses on data design, process design, and user interface design.

- A) **True**
- B) False

5

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Prototyping is the rapid development and testing of working models of new applications in an interactive, iterative process that can be used by either IS specialists or end-user business professionals.

- A) **True**
- B) False

6

When end users do their own system development, they must still remember to focus on the fundamental activities of any information system, concentrating first on process, then on input and output.

- A) True
- B) **False**

7

Ineffective project management, whether a project is large or small, can contribute to a project being completed late and/or over budget.

- A) **True**
- B) False

8

When evaluating and selecting hardware or software, many of the evaluation factors are similar, such as performance, cost, reliability, compatibility, and support.

- A) **True**
- B) False

9

When a new system is ready for initial operation, a company has to consider which conversion strategy to use. When a parallel conversion strategy is used, the old and new systems are run simultaneously until the end users and project coordinators are fully satisfied that the new is functioning correctly.

- A) **True**

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B) False

10

A key way management can reduce end user resistance to the changes of new systems is to directly involve end users in the planning and application development stages before the new system is implemented.

- A) **True**
- B) False

Security and Ethical Challenges

1

In business ethics, the theory that states companies have ethical responsibilities to all members of society is known as:

- A) **Social contract theory.**
- B) Stakeholder theory.
- C) Stockholder theory.
- D) No free lunch theory.

2

There are four major principles of technology ethics. "The benefits and burdens of the technology should be distributed fairly" describes which of those principles?

- A) Informed consent.
- B) **Justice.**
- C) Minimized risk.
- D) Proportionality.

3

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According to the definition by the Association of Information Technology Professionals, computer crime includes which of the following?

- A) Unauthorized release of information.
- B) Unauthorized copying of software.
- C) Using or conspiring to use computer or network resources to illegally obtain information or tangible property.
- D) **All of the choices are correct.**

4

According to your text, companies that have been faced with cyber theft:

- A) **Discover that a majority of the cases are inside jobs by current employees.**
- B) Discover that a majority of the cases are outside jobs by external hackers and thieves.
- C) Readily report full details about the thefts to authorities to deter additional thefts from occurring.
- D) Recognize that customers and shareholders want to know full details and readily report them.

5

Solved Anil

Sniffer software can be used by hackers to assault companies through the Internet. This is accomplished by:

- A) Faking an e-mail address or Web page to trick a company into passing along critical information.
- B) **Searching individual packets of data as they pass through the Internet, capturing passwords or the entire contents.**
- C) Dialing thousands of telephone numbers in search of a way in through a modem connection.
- D) Talking unsuspecting company employees out of valuable information such as passwords.

6

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Unauthorized use of computer systems at work often involves the Internet. Which of the following is an example of such Internet abuses?

- A) Non-work-related download/upload.
- B) Pornography.
- C) General e-mail abuses.
- D) **All of the choices are correct.**

7

The unauthorized use of private and confidential personal information has seriously damaged the privacy of individuals. Accessing individuals' private e-mail conversations and computer records, and collecting and sharing information about individuals gained from their visits to Internet websites and newsgroups is an example of which type of privacy violation?

- A) **Personal privacy.**
- B) Computer monitoring.
- C) Computer matching.
- D) Unauthorized files.

8

Effective security management within an organization can:

- A) **Minimize errors, losses, and fraud.**
- B) Eliminate general e-mail abuses.
- C) Eliminate all errors, fraud, and losses.
- D) None of the choices are correct.

9

Accomplishing a denial of service attack requires that the perpetrators involve three layers of networked computer systems. Which of the following is not one of these layers?

- A) The victim's website.
- B) The victim's Internet service provider.
- C) **Internet cafes.**
- D) The sites of "zombie" or slave computers that were commandeered by the cyber criminals.

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10

In the event of computer system failure, companies may use fault tolerant systems that have redundant processors, peripherals, and software that provide backup to keep a company going. Such a backup that provides a reduced but acceptable level of performance is referred to as:

- A) Fail-safe capability.
- B) **Fail-soft capability.**
- C) Limited-fail capability.
- D) Disaster recovery capability.

1

The use of information technology in business operations presents serious security challenges and risks such as computer crime or unethical behavior to society.

- A) **True**
- B) False

2

Individuality, employment, working conditions, and health are all impacted by IT. Therefore, security, ethics, and social issues have emerged related to each of these areas.

- A) **True**
- B) False

3

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In business ethics, the stakeholder theory of business ethics maintains that managers have an ethical responsibility to manage a firm for the benefit of all its stockholders, which are all individuals and groups that have a stake in or claim on a company.

- A) True
- B) **False**

4

Cybercrime is defined as the obsessive use of computers or the unauthorized access and use of networked computer systems.

- A) True
- B) **False**

5

Hackers use techniques such as dumpster diving, war dialing, back doors, and logic bombs to assault companies through the Internet and other networks.

- A) **True**
- B) False

6

Since computer time and resource theft is a concern for today's companies, they often use flaming techniques to deter those who would steal computer time or IT resources.

- A) True
- B) **False**

7

Viruses, Trojans, and worms, have infected millions of computers across many countries in a single year's time, and their creation represents one of the most destructive examples of computer crime.

- A) **True**

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B) False

8

A key tool companies use to protect data and other computer network resources is encryption of data, which allows data to be transmitted in unscrambled form and then scrambled by authorized receivers.

A) True
B) **False**

9

Denial of service attacks have been eliminated in recent years because of improved technology being used through the Internet.

A) True
B) **False**

10

Standard IT security measures companies use include the use of security codes, backup files, security monitors, and fault tolerant systems.

A) **True**
B) False

Enterprise and Global Management of Information Technology

1

The chief information officer of an organization:

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- A) Works with the CEO to manage joint development and implementation of business/IT strategies.
- B) Works with the chief technology officer to manage application development.
- C) Works with the chief technology officer to implement new business/IT technologies.
- D) **All of the choices are correct.**

2

The Business/IT planning process has three major components. Which of the following is NOT one of those components?

- A) Strategy development.
- B) Technology architecture.
- C) **Globalization.**
- D) Resource management.

3

The IT architecture that is created by the business/IT planning process is a conceptual design, or blueprint that includes several components. The technology platform consists of which of the following?

A) The Internet, intranets, extranets, and other networks, computer systems, systems software, and integrated enterprise application software that provide a computing and communications infrastructure that supports the strategic use of IT for e-business, e-commerce, and other business/IT applications.

B) The business applications of information technology that are designed to support the strategic business initiatives.

C) The business applications of IT that are designed to support the customer valuation and business valuation functions of the company.

D) The many types of databases including data warehouses and Internet/intranet databases.

4

Managing end user services is an important IT initiative for a company. To address this, some firms create a group staffed with user liaison specialists to assist with

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troubleshooting, education efforts, and helping business professionals with application development. This group would often be referred to as a(n):

- A) Technical team.
- B) Chief technology team.
- C) **Information center.**
- D) None of the choices are correct.

5

Important factors for successful outsourcing include which of the following?

- A) Understanding company goals and objectives, and having a strategic vision and plan.
- B) Selecting the right vendor and ongoing management of the relationships.
- C) Open communication with affected individuals/groups.
- D) **All of the choices are correct.**

6

Which of the following statements is not true concerning offshoring?

- A) Offshoring can be seen in the context of either production offshoring or services offshoring.
- B) Offshoring operations often move to countries such as India, the Philippines, Ireland, and Eastern European countries.
- C) **Offshoring is limited to services offshoring.**
- D) Offshoring provides actual delivery of services in low-cost locations in a manner theoretically transparent to end users.

7

According to your text, senior management needs to be involved in critical business/IT decisions to optimize the business value and performance of the IT function. "The business value of the system is never realized" is a consequence of abdicating which of the following decisions?

- A) How good do our IT services really have to be?
- B) Which business processes should receive our IT dollars?
- C) **Whom should we blame if an IT initiative fails?**

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D) How much should we spend on IT?

8

Which of the following is not a geoeconomic challenge in global business?

- A) Challenge of communicating in real time across the world's 24 time zones.
- B) Challenge of getting good-quality telephone and telecommunications service in many countries.
- C) Challenge of finding job skills required in some countries.
- D) *All of the choices are geoeconomic challenges in global business.*

9

The trend in global business and IT strategies is towards a(n):

- A) *Transnational strategy.*
- B) Multinational strategy.
- C) International strategy.
- D) Global strategy.

10

A transnational strategy is one in which a firm integrates its global business activities through close cooperation and interdependence among international subsidiaries and corporate headquarters. In contrast, an international strategy involves:

- A) A strategy where foreign subsidiaries operate autonomously.
- B) *A strategy in which foreign subsidiaries are autonomous but are dependent on headquarters for new processes, products, and ideas.*
- C) A strategy where a company's worldwide operations are closely managed by corporate headquarters.
- D) All of the choices are correct.

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1

Through minimal investments in global e-business, e-commerce, and other IT initiatives, many companies are intent on transforming themselves into global business powerhouses.

- A) True
- B) **False**

2

The chief information officer of a company has total responsibility in leading the development and implementation of business and IT strategies.

- A) True
- B) **False**

3

A conventional practices approach to IT management would put more emphasis on vendor homogeneity and technology platform choices than fully matching the business needs, whereas an e-business-driven IT management approach would place more emphasis on meeting business needs than homogeneity of vendors.

- A) **True**
- B) False

4

Your text discusses the concept of downsizing. In relation to the concept of IT, downsizing refers to moving to smaller computer platforms, such as from mainframe systems to networks of personal computers and servers.

- A) **True**
- B) False

5

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In IT operations management, the role of system performance monitors is to police the processing of computer jobs, develop planned schedules of computer operations to optimize computer system performance, and produce detailed statistics for effective planning and control of computing capacity.

- A) **True**
- B) False

6

Many organizations today outsource some of their IT functions to allow the organization to focus on core competencies (the business they are in) rather than a business in which they are not (IT).

- A) **True**
- B) False

7

Offshoring, like outsourcing, is limited to IT and other support aspects of a business. Neither involves actual relocation of an organization's business processes.

- A) True
- B) **False**

8

Political challenges in global business include such problems as differences in cost of living and labor costs between various countries.

- A) True
- B) **False**

9

Most international organizations have found that the management of their technology platform has become increasingly easy. One key reason for this is that software has become much more standardized globally in recent years.

- A) True

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B) **False**

10

With the growth of the Internet and e-commerce, the political controversy and technology barriers to global data access have decreased significantly.

A) True

B) **False**

Temporal CSFs in an organization, results from _____

Select correct option:

Economic changes

Internal needs and changes Page No. 135

Technological changes

Environmental changes

The mechanism by which the more specific class in a generalization includes the attributes and operations of general class is called ____

Select correct option:

Inheritance

Encapsulation

Polymorphism

Generalization

Entity represents sources of data received by the system or destinations of the data produced by the system.

Select correct option:

True Page No. 116

False

The interface is implemented by _____

Select correct option:

Methods

Signatures

Classes

Objects

ref from my librabry: **Java2-5th edition by Herbert Schildt**

Page#236 Topic: Implementing Interfaces

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The main focus of Object Oriented analysis is to study the _____ of objects.

Select correct option:

Collaboration

State

Implementation

Sequence

Inheritance can be defined in terms of _____

Select correct option:

Has kind of

Is based on

Is similar to

Is kind of

Data processing capability of distributed environment is _____

Select correct option:

Flexible

Limited

Centralized

Integrated

Object oriented analysis generates

Select correct option:

Conceptual model of Information

Implementation constraints

System Interfaces

Data requirement specifications

Damage caused to the software without physical presence is the outcome of _____ threat.

Select correct option:

Physical

Logical

Security

Privacy

Both software objects and real time objects have _____

Select correct option:

Identity and behavior

Identity and state

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Identity, state and behavior

State and behavior

An association among entities is called Relation.

Select correct option:

True 114

False

Rectangle shape in the flow charts represents _____

Select correct option:

Decision

Process

Terminator

Relationship

Ref:

http://www.ehow.com/about_5042298_flow-chart-icons-mean.html

_____ is usually identified by the phrase "is a kind of."

Select correct option:

Inheritance 131

Class

Object

Instance

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes

Sub Interfaces

Sub objects

Super set

_____ helps organization in gaining competitive advantage in the use of processes, effectiveness and efficiency.

Select correct option:

BPR Page No. 134

CSF

MIS

SPR

Object oriented analysis focuses on the _____

Select correct option:

Implementation of objects

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States of objects

Identity of objects

Collaboration of objects

Data processing capability of distributed environment is _____

Select correct option:

Flexible Page No. 137

Limited

Centralized

Integrated

The Internet's technological success does not depend on its principal communication tools, the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

Select correct option:

True

False Page No. 138

A security program is a series of ongoing regular periodic reviews conducted to ensure that assets associated with the information systems function are safeguarded adequately.

Select correct option:

True Page No. 141

False

The requirement of protecting information from improper modification is termed as system and data _____.

Select correct option:

Privacy

Consistency

Integrity

Reliability

The flowchart helps in locating and correcting errors also called debugging.

Select correct option:

True Page No. 115

False

According to "Booch", object has following three components

Select correct option:

State, Behavior, Identity Page No. 128

State, Behavior, Interface

State, Interface, methods

State, Variables, Methods

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A category of objects _____ the same attributes, operations and relationships.

Select correct option:

- Inherit
- Share
- Collaborate
- Use

Operations are usually called via _____

Select correct option:

- Methods
- Functions**
- Signatures
- Interfaces

Object orientation helps in increasing abstraction level to build _____

Select correct option:

- Reusable software
- Testable software
- Configurable software
- Maintainable software

Which of the following is not same as key performance indicator or KPI.

Select correct option:

- CSF
- PIN
- Both options a and b
- None of them

_____ is an association among entities. There has to be a relationship between two entities

Select correct option:

- Value Sets
- Cardinality
- Relationships** **Page No. 124**
- Domain

Due to unauthorized changes in data, its _____ is lost.

Select correct option:

- Sharing
- Consistency
- Integrity** **Page No. 144**

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Redundancy

Object oriented analysis focuses on the _____

Select correct option:

States of objects

Collaboration of objects

Implementation of objects

Instance of object

Which of the following is considered during OO Analysis?

Select correct option:

System behavior

Concurrency

Distribution

Redundancy

Characteristics of object are called _____

Select correct option:

Methods Page No. 131

Status

Attributes

Instances

The interface is implemented by _____

Select correct option:

Signatures

Classes

Methods

Objects

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes

Sub Interfaces

Sub objects

Super set

The protection of the interests of those relying on information, and the information systems and communications that delivers the information, from harm resulting from failures of availability, confidentiality, and integrity.

Select correct option:

True Page No. 139

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False

Which of the following model places emphasis on documentation?

Select correct option:

Waterfall PAGE 83

Spiral

Incremental

Rapid prototyping

Which of the following is the process of quickly putting together a working model in order to test various aspects of the design for gathering early user feedback?

Select correct option:

Interviews

Iteration

Prototyping PAGE 89

Questionnaires

Which of the following lifecycle model is very appropriate for large and complex information systems?

Select correct option:

Spiral PAGE 88

Prototyping

Incremental

Waterfall

Which of the following lifecycle model is a combination of classic waterfall model and aspects of risk analysis?

Select correct option:

Prototyping

Waterfall

Spiral PAGE 88

Incremental

Which of the following process begins with stratifying system users and then identifying their needs?

Select correct option:

Structuring

QA

Exploration

Design PAGE 81

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In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

Select correct option:

Incremental

Waterfall

Iterative PAGE 86

XP

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success

efficiency

increased productivity

Failure PAGE 76

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic PAGE 77

top management, democratic

Middle level management, democratic

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

Abstract

Internal

Diagrammatic PAGE 96

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning PAGE 67

Requirements planning

Configuration planning

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

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Select correct option:

Rapid prototyping

Spiral

Waterfall PAGE 83

Extreme programming

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

Select correct option:

True PAGE 98

False

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility PAGE 73

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

Designing

Analyzing

Planning PAGE 67

Implementation

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

Iterative PAGE 71

XP

Rapid prototyping

Waterfall

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

Spiral

Incremental PAGE 69

Extreme programming

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Waterfall

Which of the following is the core product which usually addresses the basic requirements of the system?

Select correct option:

First increment PAGE 85

Second increment

Last increment

Final increment

Which of the following enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes?

Select correct option:

Organizing

Monitoring

Plans PAGE 67

Implementation

Which of the following defines the operations of the system in layman's terms?

Select correct option:

User manual PAGE 82

Technical manual

Procedural manual

Testing manual

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

Abstract

Internal

Diagrammatic PAGE 96

Which of the following model can lead to scope creep due to user feedback after each phase?

- **Iterative page no 97**
- XP
- Rapid prototyping
- Waterfall

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

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- True page no 102
- False

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- System Analysts page no 103
- Software Engineers
- System Designers
- Chief Executives

Which of the following ensures the correctness of data in the database?

- Data integrity page no 104
- Data accessibility
- Data consistency
- Data analysis

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- True page no 102
- False

The purpose of _____ is to obtain a commitment to change and evaluate whether cost effective solutions are available to address the problem that has been identified.

- planning
- usage scenarios
- feasibility study page no 79
- testing

Which of the following refers to the ways data is stored in partitions and sequences?

- Structure page no 91
- Design
- Collaboration diagram
- Sequence diagram

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system?

- System analysis
- System design page no 103
- System check
- System configuration

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Which of the following model is preferred for its simplicity and more disciplined approach?

- Incremental
- **Waterfall** page no 93
- Spiral
- Iterative

Solved BBY Anil

Which of the following addresses compliance and adjustability with the way organization works with attitude to change or chains of command?

- **Operational feasibility** page no 83
- Technical feasibility
- Tactical feasibility
- Economic feasibility

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

- **True** page no 102
- False

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- **System Analysis** page no 102
- System Design
- Risk Management
- Risk Analysis

A well-designed system also helps in early detection of problems in critical areas.

- **True** page no 106
- False

Which of the following model places emphasis on documentation?

- **Waterfall** page no 93
- Spiral
- Incremental
- Rapid prototyping

Apart from the value to cost ratio, modules are also selected on the basis of

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_____requirements and needs.

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- programmer
- designer
- customer page no 95
- system analyst

Which of the following problems posses multiple solutions with fewer parameters being less manipulate able.

- Unstructured
- Partially structured
- Semi structured
- Structured

A schematic representation of a sequence of operations as in a manufacturing process or computer program is called _____

- Flowchart page no 106
- Entity relationship Diagram
- Data flow diagram
- Sequential Diagram

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

- True page no 108
- False

Which of the following is the core product, which usually addresses the basic requirements of the system?

- First increment page no 95
- Second increment
- Last increment
- Final increment

In _____ model, software is constructed step by step in the same way a building is constructed.

- Spiral
- Incremental page no 79
- Extreme programming
- Waterfall

Which of the following addresses the availability of sufficient technology to support the proposed project?

- Operational feasibility
- Economic feasibility

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- Tactical feasibility
- Technical feasibility page no 8

Trying to fit people and organizations into information systems has been major reason for _____.

- success
- efficiency
- increased productivity
- failure page no 86

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in _____ order.

- Logical page no 109
- Physical
- Random
- Top to Bottom

In which of the following model, the system development is broken into many mini development projects.

- Spiral
- Incremental page no 95
- Iterative
- Waterfall

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- System Analysts page no 103
- Software Engineers
- System Designers
- Chief Executives

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

- SDLC page no 78
- System programming
- Software testing
- Software configuration

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

- programmer

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- designer
- customer
- system analyst

Which of the following ensures the correctness of data in the database?

- Data integrity page no 104
- Data accessibility
- Data consistency
- Data analysis
-

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in _____ order.

Select correct option:

- Logical Page No. 109
- Physical
- Random
- Top to Bottom

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system?

Select correct option:

- System analysis
- System design Page No. 93
- System check
- System configuration

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

Select correct option:

- True Page No. 102
- False

Which of the following may be of low fidelity and dismissed as toys?

Select correct option:

- Interfaces
- Inference engines
- Early prototypes Page No. 101
- Development engines

Which of the following refers to the structuring of hardware and software to achieve the effective and efficient processing of information?

Select correct option:

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- SDLC
- System monitoring
- Operational planning
- **System development** Page No. 78

Which of the following allows manufacturers to rapidly and inexpensively test the parts of the design which are most likely to have problems?

Select correct option:

- Physical Model
- **Prototype** Page No. 100
- Trial version
- Carbon copy

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

Select correct option:

- **System Analysts** Page No. 103
- Software Engineers
- System Designers
- Chief Executives

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

- Business planning
- **IT planning** Page No. 67
- Requirements planning
- Configuration planning

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

- Workers, autocratic
- **top management, autocratic** Page No. 87
- top management, democratic
- Middle level management, democratic

In which of the following environments, duplication of clerical work is generally observed.

Select correct option:

- Computerized

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- Automated
- **Manual** **Page No. 102**
- Semi-computerized

A well designed system also helps in early detection of problems in critical areas.

Select correct option:

- **True** **page no 106**
- False

Which of the following is used to test the function of the new design before starting production of a product?

Select correct option:

- Trial version
- Mathematical Model
- Beta version
- **Prototype** **page no100**

Which of the following is the core product which usually addresses the basic requirements of the system?

Select correct option:

- **First increment** **page no 95**
- Second increment
- Last increment
- Final increment
-

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

Select correct option:

- programmer
- designer
- **customer**
- system analyst

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Select correct option:

- Rapid prototyping
- Spiral
- **Waterfall** **page no 83**
- Extreme programming

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Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

- Operational feasibility
- Economic feasibility
- **Tactical feasibility**
- Technical feasibility

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

- Defining projects
- **Segmenting projects** page no 78
- Refining projects
- Successful projects

In which of the following scheme both systems run and output of both are used since functions performed are different.

Select correct option:

- Abrupt change over
- **Phased change over** page no 93
- Parallel change over
- Immediate change over

Which of the following refers to the structuring of hardware and software to achieve the effective and efficient processing of information?

Select correct option:

- SDLC
- System monitoring
- Operational planning
- **System development**

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

- Workers, autocratic
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In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in _____ order.

Select correct option:

- **Logical** page no 109
- Physical
- Random
- Top to Bottom

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system?

Select correct option:

- System analysis
- **System design**
- System check
- System configuration

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

Select correct option:

- **True**
- False

Which of the following may be of low fidelity and dismissed as toys?

Select correct option:

- Interfaces
- Inference engines
- **Early prototypes**
- Development engines

Which of the following refers to the structuring of hardware and software to achieve the effective and efficient processing of information?

Select correct option:

- SDLC
- System monitoring
- Operational planning
- **System development**

Which of the following allows manufacturers to rapidly and inexpensively test the parts of the design which are most likely to have problems?

Select correct option:

- Physical Model
- **Prototype**

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- Trial version
- Carbon copy

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

Select correct option:

- **System Analysts**
- Software Engineers
- System Designers
- Chief Executives

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Business planning

IT planning

Requirements planning

Configuration planning

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

- Workers, autocratic
- **top management, autocratic**
- top management, democratic
- Middle level management, democratic

In which of the following environments, duplication of clerical work is generally observed.

Select correct option:

- Computerized
- Automated
- **Manual**
- Semi-computerized

ERP's major objective is to tightly integrate the functional areas of the organization and to enable seamless information flows across the functional areas.

- ▶ **True**
- ▶ False

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The environment exerts influence on the system and the system also influences the environment.

- ▶ **Open system**
- ▶ Closed system
- ▶ Closed end System

Customer touch point is a method of interaction with a customer, such as telephone, e-mail, a customer service or help desk, conventional mail, Web site and store.

- ▶ **True**
- ▶ False

One of the methods of integrating different business information systems is :

- ▶ **Supply Chain management software**
- ▶ Interface reconciliation software
- ▶ Message passing
- ▶ None of the given options

The bullwhip effect refers to erratic shifts in orders up and down the supply chain because of poor demand forecasting, price fluctuation, order batching, and rationing within the chain.

- ▶ **True**
- ▶ False

“M-Commerce” stands for

- ▶ E-Commerce
- ▶ None of given options
- ▶ **Mobile Commerce**

The comparison of actual system with expected system is done with the help of control mechanism.

- ▶ False
- ▶ **True**

Organizations sell products to other organizations electronically is an example of:

- ▶ **Ecommerce**
- ▶ EBusiness
- ▶ BPR
- ▶ BPRE

Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access?

- ▶ Threat Identification

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- ▶ Intrusion detection
- ▶ Access Control
- ▶ All of above

A _____ is an agreed-upon set of conventions that defines the rules of communication.

- ▶ Protocol
- ▶ Interconnection Medium
- ▶ Data Packet
- ▶ Message

The identification of risks should start with:

- ▶ Description of the internal and external risks
- ▶ A brainstorming session with risk management experts and a program profile
- ▶ A good understanding of the program and a brainstorming session with key stakeholders

- ▶ Definitions of likelihood and impact

The term OIS views organization as a combination of process oriented groups whose information needs are related but Independent.

- ▶ False
- ▶ True

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system.

- ▶ True
- ▶ False

Which one of the following computer systems uses duplication of components and data to cope with systems failures?

- ▶ Fault-tolerant systems
- ▶ Expert System
- ▶ MIS
- ▶ OIS

Data travels across the internet through several levels of networks until it reaches its middle point.

- ▶ True
- ▶ False

Which of the following is a data model or diagram for high-level descriptions of conceptual data model.

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- ▶ ERD
- ▶ Flow Chart
- ▶ Algorithm
- ▶ DFD

The procedures to follow when decision is needed can be specified in advance

- ▶ True
- ▶ False

_____ have usually simple management structure.

- ▶ Small Organization
- ▶ Medium organization
- ▶ Large Organization

_____ is an object that exists and is distinguishable from other objects.

- ▶ Value Sets
- ▶ Entity
- ▶ Relationships

Object oriented analysis generates _____

- ▶ Implementation constraints
- ▶ System Interfaces
- ▶ Conceptual model of Information

Inheritance can be defined in terms of _____

- ▶ Has kind of
- ▶ Is based on
- ▶ Is kind of

An IDS with the neural network feature monitors the general patterns of activity and traffic on the network and creates a database.

- ▶ True
- ▶ False

M-Commerce (mobile commerce) refers to the conduct of e-commerce via wireless devices.

- ▶ True
- ▶ False

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ERP Systems control all major business processes with a single software architecture in real time.

- ▶ True
- ▶ False

Preparing a situation for change by disconfirming existing attitudes and behaviors is called Unfreezing

- ▶ True
- ▶ False

Ethics is a branch of science that deals with what is considered to be right and wrong.

- ▶ True
- ▶ False

Which of the following is the process or art of defining the hardware and software architecture, components, modules, interfaces, and data for a computer system to satisfy specified requirements?

- ▶ Systems Design
- ▶ Systems Requirement
- ▶ Coding
- ▶ Requirement

Buying and selling of products, services and information via computer networks, primarily through Internet is :

- ▶ E-Commerce
- ▶ E-Business
- ▶ Web Surfing
- ▶ BPR

In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to-case basis.

- ▶ Semi-Structured decisions
- ▶ Unstructured decision
- ▶ Structured decisions

There are five phases of the decision making process, first one is intelligence.

- ▶ True
- ▶ False

Which of the following model can lead to scope creep due to user feedback after each phase?

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Iterative

XP

Rapid prototyping

Waterfall

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

True

False

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

System Analysts

Software Engineers

System Designers

Chief Executives

Which of the following ensures the correctness of data in the database?

Data integrity

Data accessibility

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Data consistency

Data analysis

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

The purpose of _____ is to obtain a commitment to change and evaluate whether cost effective solutions are available to address the problem that has been identified.

planning

usage scenarios

feasibility study

testing

Which of the following refers to the ways data is stored in partitions and sequences?

Structure

Design

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Collaboration diagram

Sequence diagram

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system?

System analysis

System design

System check

System configuration

Which of the following model is preferred for its simplicity and more disciplined approach?

Incremental

Waterfall

Spiral

Iterative

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Which of the following addresses compliance and adjustability with the way organization works with attitude to change or chains of command?

Operational feasibility

Technical feasibility

Tactical feasibility

Economic feasibility

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

True

False

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

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A well-designed system also helps in early detection of problems in critical areas.

True

False

Which of the following model places emphasis on documentation?

Waterfall

Spiral

Incremental

Rapid prototyping

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

programmer

designer

customer

system analyst

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Which of the following problems posses multiple solutions with fewer parameters being less manipulate able.

Unstructured

Partially structured

Semi structured

Structured

A schematic representation of a sequence of operations as in a manufacturing process or computer program is called _____

Flowchart

Entity relationship Diagram

Data flow diagram

Sequentioal Diagram

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

True

False

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Which of the following is the core product, which usually addresses the basic requirements of the system?

First increment

Second increment

Last increment

Final increment

In _____ model, software is constructed step by step in the same way a building is constructed.

Spiral

Incremental

Extreme programming

Waterfall

Which of the following addresses the availability of sufficient technology to support the proposed project?

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility

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Trying to fit people and organizations into information systems has been major reason for_____.

- success
- efficiency
- increased productivity
- failure

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in_____order.

- Logical
- Physical
- Random
- Top to Bottom

In which of the following model, the system development is broken into many mini development projects.

- Spiral
- Incremental
- Iterative
- Waterfall

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- System Analysts
- Software Engineers

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System Designers

Chief Executives

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

SDLC

System programming

Software testing

Software configuration

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

programmer

designer

customer

system analyst

Which of the following ensures the correctness of data in the database?

Data integrity

Data accessibility

Data consistency

Data analysis

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Select correct option:

Rapid prototyping

Spiral

Waterfall PAGE 83

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Extreme programming

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility PAGE 73

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

Designing

Analyzing

Planning PAGE 67

Implementation

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

Spiral

Incremental PAGE 69

Extreme programming

Waterfall

Which of the following enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes?

Select correct option:

Organizing

Monitoring

Plans PAGE 67

Implementation

Which of the following defines the operations of the system in layman's terms?

Select correct option:

Usermanual PAGE 82

Technical manual

Procedural manual

Testing manual

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Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

Abstract

Internal

Diagrammatic PAGE 96

Which of the following is the process of quickly putting together a working model in order to test various aspects of the design for gathering early user feedback?

Select correct option:

Interviews

Iteration

Prototyping PAGE 89

Questionnaires

Which of the following lifecycle model is very appropriate for large and complex information systems?

Select correct option:

Spiral PAGE 88

Prototyping

Incremental

Waterfall

Which of the following lifecycle model is a combination of classic waterfall model and aspects of risk analysis?

Select correct option:

Prototyping

Waterfall

Spiral PAGE 88

Incremental

Which of the following process begins with stratifying system users and then identifying their needs?

Select correct option:

Structuring

QA

Exploration

Design PAGE 81

In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

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Select correct option:

Incremental

Waterfall

Iterative PAGE 86

XP

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success

efficiency

increased productivity

failure PAGE 76

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic PAGE 77

top management, democratic

Middle level management, democratic

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

Abstract

Internal

Diagrammatic PAGE 96

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning PAGE 67

Requirements planning

Configuration planning

Cryptography primarily consists of Two basic processes.

Select correct option:

True

False

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Which of the following is an expression of an intention to inflict pain, injury, evil or punishment, and an indication of impending danger or harm.

Select correct option:

Intrusion

Damage

Threat

None of these options

System Characterization is not one of the phases of Risk Management.

True

False

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of _____.

Select correct option:

System auditors

Data owners

Process owners

End users

Which of the following may attack executable programs?

Select correct option:

Viruses

Worms

Trojans

Sniffers

A denial-of-service attack floods a Web site with so many requests for services that it slows down or crashes

Select correct option:

True

False

The out put of Threat Identification phase is a threat statement identifying and defining threats.

Select correct option:

True

False

Which of the following focuses on detecting potentially abnormal behavior in function of operating system or request made by application software.

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Select correct option:

Behavior blockers

Active Monitors

Anti Virus

Scanners

Which of the following may also detect outbound traffic to guard against spy ware, which could be sending your surfing habits to a Web site

Select correct option:

Personal Firewall

Password

PIN

ID

Which of the following are normally skilled programmers, and have been known to crack system passwords, with ease

Select correct option:

Hackers

Crackers

Hacktivists

Intruders

Audit Control is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities

Select correct option:

True

False

Audit Control is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities

Select correct option:

True

False

Which of the following is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities?

Select correct option:

Audit Trial

Control Log

Control Trial

Audit Control

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Cryptography primarily consists of Two basic processes.

Select correct option:

True

False

There are typically _____ kinds of audit records

Select correct option:

Three

Four

Five

Two

Which of the following skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

Select correct option:

Logical Intrusion

Active Monitors

Behavior Blockers

Scanners

Which of the following is a program not a virus but it installs a virus on the PC while performing another function.

Dropper

Trojans

worm

None of above options

Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access

Select correct option:

Intrusion Detection

Audit trial

Control Trial

Documentation

Which of the following may attack executable programs?

Select correct option:

Viruses

Worms

Trojans

Sniffers

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Which one of the following is not classified as biometrics?

Select correct option:

Digital Password

Sound of your voice

Blood vessels in the retina of your eye

Finger Prints

Logical Intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

Select correct option:

True

False

An audit trail may record "before" and "after" images, also called Snapshots of records.

Select correct option:

True

False

System Characterization is not one of the phases of Risk Management.

Select correct option:

True

False

Risk management is a _____ process

Select correct option:

Continuous

Tedious

Expensive

Corpora ting

Which of the following is responsible for ensuring that appropriate security, consistent with the organization's security policy that is embedded in their information systems.

Select correct option:

Data Owners

Process Owners

Executive Management

Users

In symmetric cryptography everyone uses same key(s).

Select correct option:

True

False

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When a customer enter the card and the pin code in an automatic teller machine (ATM), which of the following controls are exercised by the system to block unwanted or illegitimate access.

Select correct option:

Access Controls

Data Base COntrols

Communication Controls

Security COntrols

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system

Select correct option:

True Page 139

False

Which of the following usually contain records describing system events, application events, or user events?

Select correct option:

An event-oriented log

A record of every keystroke

Option a and b

none of these

Access controls monitor the initial handshaking procedure of the user with the operating system.

Select correct option:

True

False

Audit Control is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities

Select correct option:

True

False

Which of the following is an expression of an intention to inflict pain, injury, evil or punishment, and an indication of impending danger or harm.

Select correct option:

Intrusion

Damage

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Threat

None of these options

Solbed

Information elicitation can be achieved via

Select correct option:

HR department

Press release

corporate level facilitator

on site interviews

Which of the following can be used together with access controls to identify and provide information about users suspected of improper modification of data.

Select correct option:

Audit Trial

Control Log

Audit control

Control Trial

Which of the following is an Examination of the controls within an entity's Information technology infrastructure

Select correct option:

Information systems (IS) audit

Option a and c

an information technology (IT) audit

none of these

Which of the following is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities.

Select correct option:

Audit Trial

Control Log

Control Trial

Audit Control

Logical Intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

Select correct option:

True

False

A Trojan horse virus stays dormant until a specific time or data condition is met

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True

False

Logical Intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

True

False

In the context of information security, data cannot be modified without authorization is known as_____.

user's rights

privileges

integrity

privacy

Which of the following is the secret character string that is required to log onto a computer system

ID

PIN

PASSWORD

none of these

A_____internet address creates a prime target for hackers.

fixed

variable

subnet

changeable

Which of the following refers to damage caused to the software and data without any physical damage to the computers.

Logical Threat

Physical Threat

Option a and b

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None of above options

Which one of the following is not classified as biometrics?

Digital Password

Sound of your voice

Blood vessels in the retina of your eye

Finger Prints

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True

False

A fixed Internet address creates a prime target for hackers

True

False

Which of the following controls have gained critical importance in the modern computing age for two significant reasons.

Access

Communication

Data Base

Output

Processing instructions carried out by the Operating system and application software should be monitored by implementation of controls.

True

False

Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access

Audit trial

Control Trial

Documentation

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Intrusion Detection

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True

False

Which of the following usually contain records describing system events, application events, or user events?

An event-oriented log

A record of every keystroke

Option a and b

None of these

Which of the following is an Examination of the controls within an entity's Information technology infrastructure

Information systems (IS) audit

Option a and c

An information technology (IT) audit

None of these

_____refer to the sudden increase in power supply.

Sags

Brown outs

Spikes

Black out

_____refer to the sudden decrease in power supply.

Sags

Surges

Spikes

Black out

Which of the following controls over transporting data safely through local area networks

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(LAN's) or wide area networks (WAN's).

Communication Controls

Access Controls

Security Controls

Data Base Controls

The virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from the computer is an example of the following

Logical Threat

Physical Threat

option a and b

None of above options

A personal identification number (PIN) is a secret shared between a user and a system that can be used to authenticate the user to the system.

True

False

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True

False

Risk management is a _____ process

Continuous

Tedious

Expensive

Corpora ting

Which of the following is a person who attempts to invade the privacy of the system.

Hacker

Cracker

Sniffer

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Spammer

Which of the following may also detect outbound traffic to guard against spy ware, which could be sending your surfing habits to a Web site

Personal Firewall

Password

PIN

ID

Bug is caused by improper application of programming logic.

True

False

An audit trail may record "before" and "after" images, also called Snapshots of records.

True

False

Measuring technical assessment of a computing system is known as:

security plan

security measures

security audit

security lapse

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Social Engineering

Snooping

Spoofing

Spamming

Documentation may include program code of application softwares, technical manuals, user manuals e

True

False

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Worms can destroy data and programs as well as disrupt or even halt the operation of computer networks.

True

False

Which of the following can be used together with access controls to identify and provide information about users suspected of improper modification of data.

Audit Trial

Control Log

Audit control

Control Trial

Which of is the primary method for keeping a computer secure from intruders.

Anti Virus

Scanner

Fire Wall

IDS

A Trojan horse virus stays dormant until a specific time or data condition is met

True

False

Logical Intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

True Page 143

False

Which of the following is the secret character string that is required to log onto a computer system

ID

PIN

PASSWORD Page 144

none of these

Which of the following refers to damage caused to the software and data without any

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physical damage to the computers.

Logical Threat Page 139

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Physical Threat
Option a and b
None of above options

Which one of the following is not classified as biometrics?

Digital Password

Sound of your voice
Blood vessels in the retina of your eye
Finger Prints

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True

False

A fixed Internet address creates a prime target for hackers

True

False

Processing instructions carried out by the Operating system and application software should be monitored by implementation of controls.

True Page 148

False

Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access

Select correct option:

Audit trial
Control Trial
Documentation

Intrusion Detection Page 150

Which of the following is an Examination of the controls within an entity's Information technology infrastructure
Information systems (IS) audit

Option a and c Page 150

An information technology (IT) audit
None of these

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_____refer to the sudden increase in power supply.

Sags

Brown outs

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Spikes Page 138

Black out

_____refer to the sudden decrease in power supply.

Sags Page 138

Surges

Spikes

Black out

Which of the following controls over transporting data safely through local area networks (LAN's) or wide area networks (WAN's).

Communication Controls Page 147

Access Controls

Security COntrols

Data Base Controls

A personal identification number (PIN) is a secret shared between a user and a system that can be used to authenticate the user to the system.

True Page 145

False

Audit Control is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities

True

False Page 149

Risk management is a_____process

Continuous

Tedious

Expensive

Corpora ting

Which of the following is a person who attempts to invade the privacy of the system.

Hacker Page 144

Cracker

Sniffer

Spammer

A record of every stroke usually contain records describing system events, application

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events, or user event
True

False Page 149

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Which of the following controls have gained critical importance in the modern computing age for two significant reasons.

Access Page 146

Communication

Data Base

Output

System Characterization is not one of the phases of Risk Management.

True

False Page 152

Which of the following may also detect outbound traffic to guard against spy ware, which could be sending your surfing habits to a Web site

Personal Firewall Page 145

Password

PIN

ID

Bug is caused by improper application of programming logic.

True Page 140

False

An audit trail may record "before" and "after" images, also called Snapshots of records.

True Page 149

False

Which of the following refers to individuals using their skills to forward a political agenda, possibly breaking the law in the process, but justifying their actions for political reasons.

Hacker

Intruder

Hactivist Page 144

Cracker

Implementation of controls is a critical security feature of which of the following systems.

Information

Business

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System
Management

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Measuring technical assessment of a computing system is known as:

security plan

security measures

security audit

security lapse

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Social Engineering

Snooping

Spoofing

Spamming

Documentation may include program code of application software's, technical manuals, user manuals e

True Page 149

False

The virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from the computer is an example of the following

Logical Threat Page 139

Physical Threat

option a and b

None of above options

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of_____.

System auditors

Data owners Page 137

Process owners

End users

Traversing of a record of every keystroke, often called

Physical Key Monitoring

Logical Key Monitoring

Keystroke Monitoring

Primary Key Monitoring

Worms can destroy data and programs as well as disrupt or even halt the operation of computer networks.

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True

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False

Which of the following can be used together with access controls to identify and provide information about users suspected of improper modification of data.

Audit Trail Page 149

Control Log
Audit control
Control Trial

Which of the following usually contain records describing system events, application events, or user events

An event-oriented log Page 149

A record of every keystroke
Option a and b
None of these

Which of the following are responsible for providing independent assurance to management on the appropriateness of the security objectives.

Information Systems Auditors Page 137

Executive Management
Security Managers
Data owners

Which of is the primary method for keeping a computer secure from intruders.

Anti Virus
Scanner

Fire Wall Page 155

IDS

Which of the following focuses on detecting potentially abnormal behavior in function of operating system or request made by application software.

Select correct option:

Behavior blockers

Active Monitors
Anti Virus
Scanners

Fire wall is the primary method for keeping a computer secure from intruders.

Select correct option:

True

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False

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Wireless computing devices are not subject to viruses.

Select correct option:

True

False

Which of the following is an expression of an intention to inflict pain, injury, evil or punishment, and an indication of impending danger or harm.

Select correct option:

Intrusion

Damage

Threat

None of these options

Which of the following may attack executable programs?

Select correct option:

Viruses

Worms

Trojans

Sniffers

A denial-of-service attack floods a Web site with so many requests for services that it slows down or crashes

Select correct option:

True

False

Security controls focus on the correct identification of the user seeking permission to access the system.

Select correct option:

True

False

In risk management a corporate level facilitator perform

Select correct option:

Information security

Documentation

Risk assessments

Control analysis

Question # 1 of 10 (Start time: 02:32:29 PM) Total Marks: 1

_____also has the ability to explain the line of reasoning in reaching a particular

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solution, which_____does not have.

Select correct option:

DSS, MIS

OLAP, KSS

KSS, DSS

GDSS, DSS

Question # 2 of 10 (Start time: 02:33:32 PM) Total Marks: 1

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

DSS

Question # 3 of 10 (Start time: 02:34:27 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

Question # 4 of 10 (Start time: 02:35:48 PM) Total Marks: 1

Manufacturing process involves more than one sub-process.

Select correct option:

True

False

Question # 5 of 10 (Start time: 02:36:25 PM) Total Marks: 1

_____models represent its entities with an abstraction of lines, symbols or shapes.

Select correct option:

Narrative

Physical

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Mathematical

Graphical

Question # 6 of 10 (Start time: 02:36:56 PM) Total Marks: 1

The reports generated by the -----are used for analytical decision making by the management.

Select correct option:

MIS

DSS

EIS

TIP

Question # 7 of 10 (Start time: 02:37:30 PM) Total Marks: 1

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Question # 8 of 10 (Start time: 02:38:16 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used

to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 9 of 10 (Start time: 02:39:03 PM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

True

False

Question # 10 of 10 (Start time: 02:39:29 PM) Total Marks: 1

The information can also be ranked in accordance with the qualities it has.

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Select correct option:

True

False

Misha bc080400992@vu.edu.pk

Quiz Start Time: 04:14 PM Time Left 68

sec(s)

Question # 1 of 10 (Start time: 04:14:13 PM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

True

False

Quiz Start Time: 04:14 PM Time Left 83

sec(s)

Question # 2 of 10 (Start time: 04:14:57 PM) Total Marks: 1

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Tertiary Sources

option a and b both

Quiz Start Time: 04:14 PM Time Left 87

sec(s)

Question # 3 of 10 (Start time: 04:15:44 PM) Total Marks: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Select correct option:

True

False

Quiz Start Time: 04:14 PM Time Left 87

sec(s)

Question # 4 of 10 (Start time: 04:16:28 PM) Total Marks: 1

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The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

Quiz Start Time: 04:14 PM Time Left 88

sec(s)

Question # 5 of 10 (Start time: 04:16:52 PM) Total Marks: 1

_____models are three dimensional representation of an entity or object.

Select correct option:

Narrative

Physical

Mathematical

Graphical

Quiz Start Time: 04:14 PM Time Left 88

sec(s)

Question # 6 of 10 (Start time: 04:17:24 PM) Total Marks: 1

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

DSS

Quiz Start Time: 04:14 PM Time Left 86

sec(s)

Question # 7 of 10 (Start time: 04:18:15 PM) Total Marks: 1

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in _____form

Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

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Quiz Start Time: 04:14 PM Time Left 88

sec(s)

Question # 8 of 10 (Start time: 04:19:23 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Quiz Start Time: 04:14 PM Time Left 87

sec(s)

Question # 9 of 10 (Start time: 04:20:14 PM) Total Marks: 1

Procedures are organized in a physical manner to form systems.

Select correct option:

True

False

Quiz Start Time: 04:14 PM Time Left 87

sec(s)

Question # 10 of 10 (Start time: 04:20:33 PM) Total Marks: 1

An organization is defined by the elements that are part of it, its communication and its rules of action compared to outside events.

Select correct option:

True

Which of the following systems need a comprehensive definition of the known and expected behavior of systems?

Select correct option:

Firewalls

Network-based IDS

Signature-based IDS

Statistical-based IDS

Ref: Statistical-based: These systems need a comprehensive definition of the known and expected behavior of systems.

Risk impact assessment should focus on consequences affecting _____

Select correct option:

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Planning, resources, cost, schedule

Marketing, costing, staffing

Performance, cost, schedule

Business, technology, process

Reference

An intruder carry out unauthorized activity by impersonating a legitimate user of the system incase of_____.

Select correct option:

Eavesdropping

Masquerading

Piggybacking

Spoofing

Ref: Masquerading – involves carrying out unauthorized activity by impersonating a legitimate user of the system.

_____ are installed at the point where network connections enter a site.

Select correct option:

Antivirus

Bridges

Routers

Firewalls

Ref: Firewalls are defined as a device installed at the point where network connections enter a site; they apply rules to control the type of networking traffic flowing in and out.

Incase of _____, an intruder fools a user into thinking they are interacting with the operating system.

Select correct option:

Spoofing

Piggybacking

Eavesdropping

Trojan horse

Ref: Spoofing – A penetrator fools users into thinking they are interacting with the operating system. He duplicates logon procedure and captures pass word.

Which of the following when together, break down the geographical and time barriers?

Select correct option:

Mobility and Speed

Reachability and Accessibility

Mobility and reachability

Remote access and Speed

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Ref: *Mobility* implies that the Internet access travels with the customers. M-commerce is appealing because wireless offers customers information from any location. This enables employees to contact the office from anywhere they happen to be or customer.

Reachability means that people can be contacted at any time, which most people see as a convenience of modern life. These two characteristics – mobility and reachability break the geographical and time barriers.

Internet is vulnerable to attacks because of its _____

Select correct option:

scope

nature

global access

speed

Ref: The nature of the internet makes it vulnerable to attack.

What would affect the impact's scope if a risk does occur?

Select correct option:

Risk cost

Risk timing

Risk scope

Risk resources

Under which of the following agreement, two or more organizations agree to provide backup facilities to each other in case of one suffering from a disaster.

Select correct option:

Mutual

Cooperative

Reciprocal

Joint

Ref: Reciprocal Agreement_ Two or more organization might agree to provide backup facilities to each other in the event of one suffering a disaster. This backup option is relatively cheap, but each participate must maintain sufficient capacity to operate another's critical systems. Reciprocal agreements are often informal in nature.

Risks are rated by _____

Select correct option:

Probability and impact

Probability and cost

Probability and size

Probability and exposure

[Reference](#)

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Which of the following apply rules to control the type of networking traffic flowing in and out?

Select correct option:

Data analyzers

Firewall

Antivirus

Modem

Ref: Firewalls are defined as a device installed at the point where network connections enter a site; they apply rules to control the type of networking traffic flowing in and out. The purpose is to protect the Web server by controlling all traffic between the Internet and the Web server.

Automated tools can be used to

Select correct option:

On site reviews

Information elicitation

Threat identification

Maintain system integrity

Which of the following is applicable to environments with stable demand patterns?

Select correct option:

Built to order supply chain

JIT

Made to store supply chain

Continuous replenishment supply chain

Ref: Continuous Replenishment – focuses on constant replacement of inventory by working closely with suppliers. Applicable to environments with stable demand patterns.

Data packets are routed across a network with the help of_____.

Select correct option:

FTP protocol

HTTP protocol

TCP protocol

Internet Protocol

Ref: The Internet Protocol is designed solely for the addressing and routing of data packets across a network.

Which of the following involves intercepting communications between the operating system and the user?

Select correct option:

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Eavesdropping

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Masquerading

Piggybacking

Spoofing

Ref: Piggybacking – involves intercepting communications between the operating system and the user and modifying them or substituting new messages.

_____site backup is an appropriate choice for organizations if fast recovery is critical.

Select correct option:

Hot

Cold

Cool

Warm

Ref: Hot sites

If fast recovery is critical, an organization might need hot-site backup. All hardware and operations facilities will be available at the hot site. In some cases, software, data, and supplies might also be stored there. Hot sites are expensive to maintain. They usually are shared with other organizations that have same hot site needs.

Which of the following phase determines the adverse impact resulting from a successful threat exercise of vulnerability?

Select correct option:

Risk resilience

Monitoring threats

Likelihood determination

Impact analysis

Ref: Impact analysis

The next major step in measuring level of risk is to determine the adverse impact resulting into a successful, exercise of vulnerability.

Threat likelihood is determined to use in_____

Select correct option:

Impact analysis

Assessment process

Control recommendation

Vulnerability identification

_____supply chain segment includes all the processes to transform inputs to outputs.

Select correct option:

Downstream

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Internal

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Upstream

Middle stream

Ref: Upstream supply chain segment – includes the organization's first-tier suppliers (manufacturers and assemblers). The major activities are purchasing and shipping.

• **Internal supply chain segment** – includes all the processes to transform inputs to outputs.

• **Downstream supply chain segment** – includes distributing, delivering to customer and final consumption of the product.

Threat identification can be verified using

Select correct option:

Threat statement

Threat source

Threat action plan

Threat impact analysis

Ref: Information is used as an input to determine and identify what kind of threats the system is exposed to history of system attack, data from intelligence agencies. The output of this phase is a threat statement identifying and defining threats.

_____ refers to the structured transmission of data between organizations via electronic means.

Select correct option:

DEI

EDI

CDI

IDE

Ref: EDI is a set of standards for structuring information to be electronically exchanged between and within businesses, organizations, government entities and other groups.

_____ refers to the constant replacement of inventory by working closely with suppliers.

Select correct option:

Continuous replenishment

Made to store

JIT

Built to order

Ref: Continuous Replenishment – focuses on constant replacement of inventory by working closely with suppliers. Applicable to environments with stable demand patterns.

Firewalls _____ data packets which are sent between different physical locations

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within an organization.

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Select correct option:

facilitate

Encrypt

restrict

allow

Ref: Firewalls encrypt packets that are sent between different physical locations within an organization by creating a VPN over the Internet.(Page NO.178)

An effective risk management strategy will need to address _____

Select correct option:

Business continuity planning

Risk avoidance

Risk monitoring

All of these

[Reference](#)

Which of the following is the act of secretly listening to the private conversation of others without their consent?

Select correct option:

Eavesdropping

Spoofing

Masquerading

Piggybacking

[Reference](#)

Which of the following is not simply redesigning of certain input forms but also includes changing of working practices?

Select correct option:

BPR

ERP

BRP

ERD

Ref: BPR was not simply of redesigning certain input forms but involved changed practices of working. It involved change in human thought and approaches to their routine, mundane tasks. This raised issues of Change Management.

Which of the following is in fact the risk mitigation process?

Select correct option:

Risk determination

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Control recommendations

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Control measures

Risk pliability

Ref: The control recommendations are the results of the risk assessment process. The control recommendations is actually the risk mitigation process.

Which of the following refers to the online delivery of information for the purpose of education, training and knowledge management etc?

Select correct option:

E-Banking

E-Commerce

E-Business

E-Learning

Ref: It is a web - enabled system that makes knowledge accessible to those who need it, when they need it – anytime, anywhere. E-learning is useful for facilitating learning at schools.

Internet protocol_____provide evidence on the delivery of messages.

Select correct option:

mostly

does not

does

up to some extent

Ref: The Internet Protocol is designed solely for the addressing and routing of data packets across a network. It does not guarantee or provide evidence on the delivery of messages. There is no verification of an address. The sender will not know if the message reaches its destination at the time it is required.

An IT enabled organization that involves the radical re-conceptualization of the business needs____for possible threat invasion

Select correct option:

Impact analysis plan

Business continuity plan

Data backup

Control recommendation

Which of the following is the main reason of B2C thriving in technologically advanced societies?

Select correct option:

Vast scope and acceptability

Reachability

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Break down of physical barriers
Low costs

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Ref: The real reason that B2C is flourishing in technologically advanced societies is that it has broken down 'physical' barriers to doing business.

Which of the following IDS will not be able to detect all types of intrusions due to limitations of detection rules?

Select correct option:

Network-based

Node-based

Signature-based

Statistical-based

Ref: Signature-based IDSs will not be able to detect all types of intrusions due to the limitations of detection rules. On the other hand, statistical-based systems may report many events outside of the defined normal activity but which are normal activities on the network.

Effective Business continuity plans can not be executed without proper

Select correct option:

Control recommendation

Control implementation

Control management

Control monitoring

What could be the first step in any corporate risk strategy?

Select correct option:

Risk identification

Control implementation

Characterization

Documentation

Which of the following supply chain segment includes the organization's first tier suppliers?

Select correct option:

Internal

Downstream

Middle stream

Upstream

Ref: Upstream supply chain segment – includes the organization's first-tier suppliers (manufacturers and assemblers). The major activities are purchasing and shipping.

People can be contacted at any time, refers to:

Select correct option:

Mobility

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Instant access

Remote access

Reachability

Ref: Reachability means that people can be contacted at any time, which most people see as a convenience of modern life.

Which of the following network attacks involves probing for network information?

Select correct option:

Passive attacks

Active attacks

Masquerading

Spoofing

Explanation: By probing for network information, the intruder obtains network information as that can be used to target a particular system or set of systems during an actual attack.

Which of the following uses internet and online technologies to create operating efficiencies and therefore increase value to the customer?

Select correct option:

Internet

E-business

IDS

CRM

Ref: E-business means using the internet and online technologies to create operating efficiencies, and therefore increase value to the customer. All e-commerce is part of e-business. Not all e-business is e-commerce.

Which of the following works in conjunction with routers and firewalls by monitoring network usage anomalies?

Select correct option:

SDLC

IDS

ISD

DCS

Ref: An IDS works in conjunction with routers and firewalls by monitoring network usage anomalies. It protects a company's information systems resources from external as well as internal misuse.

_____ controls the most vulnerable point between a corporate network and the internet.

Select correct option:

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Firewall

Sensors

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Data analyzers

Spoofing

Ref: Firewalls are hardware and software combinations that are built using routers, servers and variety of software. They should control the most vulnerable point between a corporate network and the Internet.

_____ refers to the ability of a system to handle growing amounts of work in a graceful manner.

Select correct option:

Scalability

Consistency

Security

Clustering

Ref from wikipedia: scalability is a desirable property of a system, a network, or a process, which indicates its ability to either handle growing amounts of work in a graceful manner or to be readily enlarged.

Impact needs to be measured to

Select correct option:

Identify threat

Record thread history

Worse scenarios of impact

Define the data criticality

Ref: Impact needs to be measured by defining certain levels. E.g. high medium low as qualitative categories or quantifying the impact by using probability distribution.

- Mission Impact Analysis
- Assess criticality assessment
- Data criticality
- Data sensitivity

_____ is a program which undertakes unauthorized activities but looks legitimate.

Select correct option:

Trojan horse (Not Sure)

Virus

Worms

Spyware

Question # 1 of 10 (Start time: 07:10:53 PM) Total Marks: 1

Impact needs to be measured to

Select correct option:

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Identify threat

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Record thread history
Worse scenarios of impact

Define the data criticality PG.157

Question # 2 of 10 (Start time: 07:12:02 PM) Total Marks: 1

Under which of the following agreement, two or more organizations agree to provide backup facilities to each other in case of one suffering from a disaster.

Select correct option:

Mutual
Cooperative
Reciprocal PG.162
Joint

Question # 3 of 10 (Start time: 07:12:58 PM) Total Marks: 1

Which of the following prevents certain users from accessing certain servers or services?

Select correct option:

Piggybacking
Firewall PG.167
Sensors
Modem

Question # 4 of 10 (Start time: 07:13:56 PM) Total Marks: 1

Firewalls_____data packets which are sent between different physical locations within an organization.

Select correct option:

Facilitate
Encrypt (PG 168)
Restrict
Allow

Question # 5 of 10 (Start time: 07:15:02 PM) Total Marks: 1

Which of the following is the collection of steps which a company takes to transform raw components into the final product?

Select correct option:

Supply chain management
Chaining
Supply chain (http://en.wikipedia.org/wiki/Supply_chain)
Chain of command

Question # 6 of 10 (Start time: 07:16:39 PM) Total Marks: 1

Select correct option:

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Data packets are routed across a network with the help of_____.

Select correct option:

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FTP protocol
HTTP protocol
TCP protocol

Internet Protocol (PG 164)

Question # 7 of 10 (Start time: 07:17:47 PM) Total Marks: 1

Which of the following supply chain segment includes the organization's first tier suppliers?

Select correct option:

Internal
Downstream
Middle stream

Upstream (PG 183)

Question # 8 of 10 (Start time: 07:18:49 PM) Total Marks: 1

Which of the following refers to the online delivery of information for the purpose of education, training and knowledge management etc?

Select correct option:

E-Banking
E-Commerce
E-Business

E-Learning

Question # 9 of 10 (Start time: 07:19:22 PM) Total Marks: 1

Automated tools can be used to

Select correct option:

On site reviews
Information elicitation
Threat identification

Maintain system integrity

Question # 10 of 10 (Start time: 07:20:41 PM) Total Marks: 1

Which of the following when together, break down the geographical and time barriers?

Select correct option:

Mobility and Speed
Reachability and Accessibility

Mobility and reachability PG.176

Remote access and Speed

Question # 1 of 10 (Start time: 07:35:30 PM) Total Marks: 1

Select correct option:

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Effective Business continuity plans can not be executed without proper

Select correct option:

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Control recommendation (PG.153 DIAGRAM)

Control implementation

Control management

Control monitoring

Question # 4 of 10 (Start time: 07:39:10 PM) Total Marks: 1

Which of the following is not simply redesigning of certain input forms but also includes changing of working practices?

Select correct option:

BPR PG.182

ERP

BRP

ERD

Question # 6 of 10 (Start time: 07:41:58 PM) Total Marks: 1

Internet protocol_____provide evidence on the delivery of messages.

Select correct option:

mostly

does not PG. 164

does

up to some extent

Question # 9 of 10 (Start time: 07:43:43 PM) Total Marks: 1

Which of the following involves intercepting communications between the operating system and the user?

Select correct option:

Eavesdropping

Masquerading

Piggybacking PG.165

Spoofing

A Trojan horse virus stays dormant until a specific time or data condition is met

True

False

Logical Intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

True

False

Explanation: This refers to damage caused to the software and data without physical presence. Generally a similar term used in relation to logical intrusion is hacking

A fixed Internet address creates a prime target for hackers

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True

False

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In the context of information security, data cannot be modified without authorization is known as _____.

user's rights

privileges

integrity (correct)

privacy

Reference from wikipedia: In information security, integrity means that data cannot be modified without authorization. This is not the same thing as referential integrity in databases. Integrity is violated when an employee accidentally or with malicious intent deletes important data files, when a computer virus infects a computer, when an employee is able to modify his own salary in a payroll database, when an unauthorized user vandalizes a web site, when someone is able to cast a very large number of votes in an online poll, and so on.

Which of the following is the secret character string that is required to log onto a computer system

ID

PIN

PASSWORD

none of these

A _____ internet address creates a prime target for hackers.

fixed

variable

subnet

changeable

Which of the following is an Examination of the controls within an entity's Information technology infrastructure

An information technology (IT) audit

An information systems (IS) audit

Option a and b both

None of these

Ref: An information technology (IT) audit or information systems (IS) audit is an examination of the controls within an entity's Information technology infrastructure.(P # 160)

Which of the following refers to damage caused to the software and data without any physical damage to the computers.

Logical Threat

Physical Threat

Option a and b

None of above options

Explanation: For example the virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from

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the computer.

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Which one of the following is not classified as biometrics?

Digital Password

Sound of your voice

Blood vessels in the retina of your eye

Finger Prints

Ref: Most commonly, following personal physical characteristics are covered,

- Finger print
- Hand print
- Voice Print
- Facial profiling – measuring distance between various points on face
- Iris/retinal recognition – eye patterns.

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True

False

Explanation: In general, the strategies employed include transferring the risk to another party, avoiding the risk, reducing the negative effect of the risk, and accepting some or all of the consequences of a particular risk. Risk management is a general concept which can encompass various aspects or issues to be catered for.

Which of the following controls have gained critical importance in the modern computing age for two significant reasons.

Access

Communication

Data Base

Output

Ref: Access controls have gained critical importance in the modern computing age for two significant reasons. **(Page no.156)**

- Widespread deployment of distributed systems has resulted in many users being disbursed physically. e.g. through Web based systems, local Area Networks, wide Area Networks
- The rapid growth of E-Commerce systems has resulted in substantial work being undertaken to identify and authenticate the parties.

Processing instructions carried out by the Operating system and application software should be monitored by implementation of controls.

True

False

Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access

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Select correct option:
Audit trial

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Control Trial
Documentation

Intrusion Detection

Explanation: Real-time intrusion detection is primarily aimed at outsiders attempting to gain unauthorized access to the system.

Which of the following usually contain records describing system events, application events, or user events?

An event-oriented log

A record of every keystroke

Option a and b

None of these

Ref: An event-oriented log -----this usually contain records describing system events, application events, or user events. (Page no.159)

_____refer to the sudden increase in power supply.

Sags

Brown outs

Spikes

Black out

Ref: Energy variations can be of various types.

Surges or spikes – sudden increase in power supply

Sags or brown outs – sudden decrease in power supply

Black outs – Total Loss of power or power failure whether scheduled or un-scheduled

_____refer to the sudden decrease in power supply.

Sags

Surges

Spikes

Black out

Ref: Energy variations can be of various types.

Surges or spikes – sudden increase in power supply

Sags or brown outs – sudden decrease in power supply

Black outs – Total Loss of power or power failure whether scheduled or un-scheduled

Which of the following controls over transporting data safely through local area networks (LAN's) or wide area networks (WAN's).

Communication Controls

Access Controls

Security Controls

Data Base Controls

Explanation: Communication control is the type of controls as security feature

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The virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from the computer is an example of the following

Logical Threat

Physical Threat

option a and b

None of above options

Explanation: This refers to damage caused to the software and data without any physical damage to the computers. Bugs is an example of logical threats

A personal identification number (PIN) is a secret shared between a user and a system that can be used to authenticate the user to the system.

True

False

Explanation: Typically, the user is required to provide a non confidential user identifier or token (such as an debit card) and a confidential PIN to gain access to the system.(P# 155)

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Social Engineering (correct) Snooping

Spoofing

Spamming

Ref: Social engineering is a collection of techniques used to manipulate people into performing actions or divulging confidential information. While similar to a confidence trick or simple fraud, the term typically applies to trickery for information gathering or computer system access and in most cases the attacker never comes face-to-face with the victim. Social engineering is the seemingly insidious practice of obtaining confidential information by manipulating legitimate users. A talented social engineer will often use the telephone or Internet to trick people into revealing sensitive information - such as a password or credit card number - or get them to do something that's normally against policy. And just like that, a savvy hacker can punch right through sophisticated, technical defenses.

The virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from the computer is an example of the following

Logical Threat

Physical Threat

option a and b

None of above options

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of_____.

System auditors

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Data owners

Process owners

End users

Worms can destroy data and programs as well as disrupt or even halt the operation of computer networks.

True

False (correct)

Explanation: A TPS (Data Processing Tasks) breakdown will disrupt operations or even stop the business. For a TPS to be effective its failure rate must be very low.

Which of the following model can lead to scope creep due to user feedback after each phase?

Iterative Page No. 96

XP

Rapid prototyping

Waterfall

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

True Page No. 102

False

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

System Analysts Page No. 103

Software Engineers

System Designers

Chief Executives

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Which of the following ensures the correctness of data in the database?

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Data integrity

Page No. 104

Data accessibility

Data consistency

Data analysis

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

Page No. 102

False

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

True

False Page No. 102 this def. is system analysis

The purpose of _____ is to obtain a commitment to change and evaluate whether cost effective solutions are available to address the problem that has been identified.

planning

usage scenarios

feasibility study Page No. 82

testing

Which of the following refers to the ways data is stored in partitions and sequences?

Structure

Page No. 91

Design

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Collaboration diagram

Sequence diagram

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system?

System analysis

System design *Page No.93*

System check

System configuration

Which of the following model is preferred for its simplicity and more disciplined approach?

Incremental

Waterfall *Page No. 93*

Spiral

Iterative

Question # 1 of 10 (Start time: 01:10:31 PM) Total Marks: 1

Which of the following may lead management and customers to believe that the final product is almost ready for delivery?

Select correct option:

1. Mockups
2. Efficient models
3. Malfunctioning prototypes
4. *Working prototypes* *Page No. 101*

Question # 2 of 10 (Start time: 01:10:31 PM) Total Marks: 1

Which of the following phase involves converting design specifications into executable programs?

Select correct option:

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1. Prototyping

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2. Configuration
3. Development *Page No. 92*
4. Testing

Question # 3 of 10 (Start time: 01:11:54 PM) Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

1. Iterative *Page No. 96*
2. XP
3. Rapid prototyping
4. Waterfall

Question # 4 of 10 (Start time: 01:12:20 PM) Total Marks: 1

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

Select correct option:

1. True *Page No. 102*
2. False

Question # 5 of 10 (Start time: 01:13:05 PM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

1. Waterfall *Page No. 93*
2. Spiral
3. Incremental
4. Rapid prototyping

Question # 6 of 10 (Start time: 01:13:27 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

1. Business planning
2. IT planning *Page No. 67*
3. Requirements planning
4. Configuration planning

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Question # 7 of 10 (Start time: 01:14:01 PM) Total Marks: 1

Which of the following enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes?

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Select correct option:

1. Organizing
2. Monitoring
3. Plans *Page No. 67*
4. Implementation

Question # 8 of 10 (Start time: 01:14:48 PM) Total Marks: 1

In which of the following model, working functionality is produced earlier.

Select correct option:

1. Waterfall
2. Iterative
3. Incremental *Page No. 95*
4. Spiral

Question # 9 of 10 (Start time: 01:16:20 PM) Total Marks: 1

Which of the following model is preferred for its simplicity and more disciplined approach?

Select correct option:

1. Incremental
2. Waterfall *Page No. 93*
3. Spiral
4. Iterative

Question # 10 of 10 (Start time: 01:17:24 PM) Total Marks: 1

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

Select correct option:

1. programmer
2. designer
3. customer *Page No. 95*
4. system analyst

Question # 1 of 10 (Start time: 01:45:02 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

1. SRS
2. System design *Page No. 86*
3. Database design
4. Prototyping

Question # 2 of 10 (Start time: 01:45:58 PM) Total Marks: 1

Which of the following defines the operations of the system in layman's terms?

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Select correct option:

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1. *User manual* Page No. 92
2. Technical manual
3. Procedural manual
4. Testing manual

Question # 3 of 10 (Start time: 01:46:29 PM) Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

1. Spiral
2. *Incremental* Page No. 79
3. Extreme programming
4. Waterfall

Question # 4 of 10 (Start time: 01:46:54 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

1. success
2. efficiency
3. increased productivity
4. *failure* Page No. 86

Question # 5 of 10 (Start time: 01:47:19 PM) Total Marks: 1

Prototypes are used in:

Select correct option:

1. *Iterative models* Page No. 79
2. Incremental models
3. Waterfall models
4. Extreme programming

Question # 6 of 10 (Start time: 01:48:14 PM) Total Marks: 1

_____ provide a direction and framework for action while _____ planning is an accepted responsibility of management.

Select correct option:

1. Businesses, plan
2. Plans, quality
3. Configuration, system
4. *Plans, business* Page No. 77

Question # 7 of 10 (Start time: 01:49:30 PM) Total Marks: 1

Which of the following model is the earliest one?

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Select correct option:

1. **Waterfall** Page No. 84
2. Rapid prototyping
3. Extreme programming
4. Spiral

Question # 8 of 10 (Start time: 01:50:58 PM) Total Marks: 1

Data updates in master file will automatically update the data in the whole system, refers to data_____.

Select correct option:

1. analysis
2. accessibility
3. integrity
4. **consistency** Page No. 102

Question # 9 of 10 (Start time: 01:51:45 PM) Total Marks: 1

In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

Select correct option:

1. Incremental
2. Waterfall
3. **Iterative** Page No. 86
4. XP

Question # 10 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following may lead management and customers to believe that the final product is almost ready for delivery?

Select correct option:

1. Mockups
2. Efficient models
3. Malfunctioning prototypes
4. **Working prototypes** Page No. 101

Question # 1 of 10 (Start time: 01:15:40 AM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

1. **Waterfall** PAGE 93
2. Spiral
3. Incremental
4. Rapid prototyping

Question # 2 of 10 (Start time: 01:16:32 AM) Total Marks: 1

Which of the following is the process of quickly putting together a working model in order to test various aspects of the design for gathering early user feedback?

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Select correct option:

Interviews

2. Iteration
3. **Prototyping PAGE 99**
4. Questionnaires

Question # 3 of 10 (Start time: 01:17:16 AM) Total Marks: 1

Which of the following life cycle model is very appropriate for large and complex information systems?

Select correct option:

Spiral *PAGE 98*

2. Prototyping
3. Incremental
4. Waterfall

Question # 4 of 10 (Start time: 01:17:53 AM) Total Marks: 1

Which of the following lifecycle model is a combination of classic waterfall model and aspects of risk analysis?

Select correct option:

Prototyping

2. Waterfall
3. **Spiral PAGE 98**
4. Incremental

Question # 5 of 10 (Start time: 01:18:32 AM) Total Marks: 1

Which of the following process begins with stratifying system users and then identifying their needs?

Select correct option:

Structuring

2. QA
3. Exploration
4. **Design PAGE 91**

Question # 6 of 10 (Start time: 01:19:12 AM) Total Marks: 1

In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

Select correct option:

Incremental

2. Waterfall
3. **Iterative PAGE 96**
4. XP

Question # 7 of 10 (Start time: 01:20:13 AM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for

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_____.
Select correct option:
success

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2. efficiency
3. increased productivity
4. **failure** *PAGE 86*

Question # 8 of 10 (Start time: 01:21:00 AM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

2. **top management, autocratic** *PAGE 87*
3. top management, democratic
4. Middle level management, democratic

Question # 9 of 10 (Start time: 01:21:53 AM) Total Marks: 1

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

2. Abstract
3. Internal
4. **Diagrammatic** *PAGE 106*

Question # 10 of 10 (Start time: 01:23:24 AM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

2. **IT planning** *PAGE 77*
3. Requirements planning
4. Configuration planning

Question # 1 of 10 (Start time: 08:53:47 AM)

Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option

Spiral

2. **Incremental** *(Page no.79)*
3. Extreme programming
4. Waterfall

Question # 2 of 10 (Start time: 08:54:23 AM)

Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option

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Iterative Page No.96

2. XP
3. Rapid prototyping

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4. Waterfall

Question # 3 of 10 (Start time: 08:55:06 AM)

Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

- Operational feasibility
- 2. Economic feasibility
- 3. Tactical feasibility
- 4. **Technical feasibility Page no.86**

Question # 4 of 10 (Start time: 08:55:44 AM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option

success

- 2. efficiency
- 3. increased productivity
- 4. **failure**

Question # 5 of 10 (Start time: 08:56:28 AM) Total Marks: 1

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in _____ order.

Select correct option:

Logical Page no.106

- 2. Physical
- 3. Random
- 4. Top to Bottom

Question # 6 of 10 (Start time: 08:57:01 AM)

Total Marks:1

In which of the following model, the system development is broken into many mini development projects.

Select correct option:

Spiral

- 2. **Incremental**
- 3. Iterative
- 4. Waterfall

QuQuestion # 7 of 10 (Start time: 08:57:53 AM)

Total Marks: 1

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

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Select correct option:

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1. **System Analysts**
2. Software Engineers
3. System Designers
4. Chief Executives

Question # 8 of 10 (Start time: 08:58:29 AM)

Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

1. **SDLC**
2. System programming
3. Software testing
4. Software configuration

Question # 9 of 10 (Start time: 08:59:22 AM)

Total Marks: 1

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

Select correct option:

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1. programmer
2. designer
3. **customer**
4. system analyst

Question # 10 of 10 (Start time: 09:00:14 AM) Total Marks: 1

Which of the following ensures the correctness of data in the database?

Select correct option:

1. **Data integrity**
2. Data accessibility
3. Data consistency
4. Data analysis

Question # 1 of 10 (Start time: 01:53:48 AM) Total Marks: 1

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Select correct option:

1. Rapid prototyping
2. Spiral
3. **Waterfall PAGE 83**
4. Extreme programming

Question # 2 of 10 (Start time: 01:55:54 AM) Total Marks: 1

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

Select correct option:

1. **True PAGE 98**
2. False

Question # 3 of 10 (Start time: 01:57:17 AM) Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

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Select correct option:

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1. Operational feasibility
2. Economic feasibility
3. Tactical feasibility
4. **Technical feasibility PAGE 73**

Question # 4 of 10 (Start time: 01:57:46 AM) Total Marks: 1

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

1. Designing
2. Analyzing
3. **Planning PAGE 67**
4. Implementation

Question # 5 of 10 (Start time: 01:58:25 AM) Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

1. **Iterative PAGE 71**
2. XP
3. Rapid prototyping
4. Waterfall

Question # 6 of 10 (Start time: 01:59:14 AM) Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

1. Spiral
2. **Incremental PAGE 69**
3. Extreme programming
4. Waterfall

Question # 7 of 10 (Start time: 01:59:43 AM) Total Marks: 1

Which of the following is the core product which usually addresses the basic requirements of the system?

Select correct option:

1. **First increment PAGE 85**
2. Second increment
3. Last increment
4. Final increment

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Question # 8 of 10 (Start time: 02:00:15 AM) Total Marks: 1

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Which of the following enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes?

Select correct option:

1. Organizing
2. Monitoring
3. **Plans PAGE 67**
4. Implementation

Question # 9 of 10 (Start time: 02:00:50 AM) Total Marks: 1

Which of the following defines the operations of the system in layman's terms?

Select correct option:

1. **User manual PAGE 82**
2. Technical manual
3. Procedural manual
4. Testing manual

Question # 10 of 10 (Start time: 02:01:22 AM) Total Marks: 1

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

1. Procedural
2. Abstract
3. Internal
4. **Diagrammatic PAGE 96**

Question # 1 of 10 (Start time: 01:10:31 PM) Total Marks: 1

Which of the following may lead management and customers to believe that the final product is almost ready for delivery?

Select correct option:

1. Mockups
2. Efficient models
3. Malfunctioning prototypes
4. **Working prototypes**

Question # 2 of 10 (Start time: 01:10:31 PM) Total Marks: 1

Which of the following phase involves converting design specifications into executable programs?

Select correct option:

1. Prototyping

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2. Configuration
3. **Development**
4. Testing

Question # 3 of 10 (Start time: 01:11:54 PM) Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

1. **Iterative**
2. XP
3. Rapid prototyping
4. Waterfall

Question # 4 of 10 (Start time: 01:12:20 PM) Total Marks: 1

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

Select correct option:

1. **True**
2. False

Question # 5 of 10 (Start time: 01:13:05 PM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

1. **Waterfall**
2. Spiral
3. Incremental
4. Rapid prototyping

Question # 6 of 10 (Start time: 01:13:27 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

1. Business planning
2. **IT planning**
3. Requirements planning
4. Configuration planning

Question # 7 of 10 (Start time: 01:14:01 PM) Total Marks: 1

Which of the following enunciate business goals and the actions that need to be initiated

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to achieve those goals including related benefits, resources and timeframes?
Select correct option:

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1. Organizing
2. Monitoring
3. **Plans**
4. Implementation

Question # 8 of 10 (Start time: 01:14:48 PM) Total Marks: 1

In which of the following model, working functionality is produced earlier.

Select correct option:

1. Waterfall
2. Iterative
3. **Incremental**
4. Spiral

Question # 9 of 10 (Start time: 01:16:20 PM) Total Marks: 1

Which of the following model is preferred for its simplicity and more disciplined approach?

Select correct option:

1. Incremental
2. **Waterfall**
3. Spiral
4. Iterative

Question # 10 of 10 (Start time: 01:17:24 PM) Total Marks: 1

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

Select correct option:

1. programmer
2. designer
3. **customer**
4. system analyst

Question # 1 of 10 (Start time: 01:45:02 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

1. SRS
2. **System design**
3. Database design
4. Prototyping

Question # 2 of 10 (Start time: 01:45:58 PM) Total Marks: 1

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Which of the following defines the operations of the system in layman's terms?

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Select correct option:

1. **User manual**
2. Technical manual
3. Procedural manual
4. Testing manual

Question # 3 of 10 (Start time: 01:46:29 PM) Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

1. Spiral
2. **Incremental**
3. Extreme programming
4. Waterfall

Question # 4 of 10 (Start time: 01:46:54 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

1. success
2. efficiency
3. increased productivity
4. **failure**

Question # 5 of 10 (Start time: 01:47:19 PM) Total Marks: 1

Prototypes are used in:

Select correct option:

1. **Iterative models**
2. Incremental models
3. Waterfall models
4. Extreme programming

Question # 6 of 10 (Start time: 01:48:14 PM) Total Marks: 1

_____ provide a direction and framework for action while _____ planning is an accepted responsibility of management.

Select correct option:

1. **Businesses, plan**
2. Plans, quality
3. Configuration, system
4. Plans, business

Question # 7 of 10 (Start time: 01:49:30 PM) Total Marks: 1

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Which of the following model is the earliest one?

Select correct option:

1. **Waterfall**
2. Rapid prototyping
3. Extreme programming
4. Spiral

Question # 8 of 10 (Start time: 01:50:58 PM) Total Marks: 1

Data updates in master file will automatically update the data in the whole system, refers to data_____.

Select correct option:

1. analysis
2. accessibility
3. integrity
4. **consistency**

Question # 9 of 10 (Start time: 01:51:45 PM) Total Marks: 1

In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

Select correct option:

1. Incremental
2. Waterfall
3. **Iterative**
4. XP

Question # 10 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following may lead management and customers to believe that the final product is almost ready for delivery?

Select correct option:

1. Mockups
2. Efficient models
3. Malfunctioning prototypes
4. **Working prototypes**

Question # 1 of 10 (Start time: 01:52:22 PM) Total Marks: 1

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in_____order.

Select correct option:

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1. **Logical**
2. Physical
3. Random
4. Top to Bottom

Question # 2 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following is a problem solving technique that re-assembles a system's components back into a complete system? .

Select correct option:

1. System analysis
2. **System design**
3. System check
4. System configuration

Question # 3 of 10 (Start time: 01:52:22 PM) Total Marks: 1

The study of business problem domain is used to recommend improvements and specify the business requirements for the solution.

Select correct option:

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1. **True**
2. False

Question # 4 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following may be of low fidelity and dismissed as toys?
Select correct option:

1. Interfaces
2. Inference engines
3. **Early prototypes**
4. Development engines

Question # 5 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following refers to the structuring of hardware and software to achieve the effective and efficient processing of information?
Select correct option:

1. SDLC

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2. System monitoring
3. Operational planning
4. **System development**

Question # 6 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following allows manufacturers to rapidly and inexpensively test the parts of the design which are most likely to have problems?

Select correct option:

1. Physical Model
2. **Prototype**
3. Trial version
4. Carbon copy

Question # 7 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

Select correct option:

1. **System Analysts**
2. Software Engineers
3. System Designers
4. Chief Executives

Question # 8 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

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1. Business planning
2. **IT planning**
3. Requirements planning
4. Configuration planning

Question # 9 of 10 (Start time: 01:52:22 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

1. Workers, autocratic
2. **top management, autocratic**
3. top management, democratic
4. Middle level management, democratic

Question # 10 of 10 (Start time: 01:52:22 PM) Total Marks: 1

In which of the following environments, duplication of clerical work is generally observed.

Select correct option:

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1. Computerized
2. Automated
3. **Manual**
4. Semi-computerized

Question # 1 of 10 (Start time: 02:27:13 PM) Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

1. **SDLC**
2. System programming
3. Software testing
4. Software configuration

Question # 2 of 10 (Start time: 02:27:34 PM) Total Marks: 1

Prototypes are used in:

Select correct option:

1. **Iterative models**
2. Incremental models
3. Waterfall models
4. Extreme programming

Question # 3 of 10 (Start time: 02:28:05 PM) Total Marks: 1

Which of the following phase commences with developing the vision and desired future positioning of I.T within the organization?

Select correct option:

1. **Strategic planning**
2. Tactical planning
3. Operational planning
4. Requirements planning

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Question # 4 of 10 (Start time: 02:29:00 PM) Total Marks: 1

Which of the following may be of low fidelity and dismissed as toys?
Select correct option:

1. Interfaces
2. Inference engines
3. **Early prototypes**
4. Development engines

Question # 5 of 10 (Start time: 02:29:20 PM) Total Marks: 1

_____time is saved through an error free designed system.
Select correct option:

1. Deployment
2. **Development**
3. Configuration
4. Testing

Question # 6 of 10 (Start time: 02:30:48 PM) Total Marks: 1

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?
Select correct option:

1. **System Analysts**
2. Software Engineers
3. System Designers
4. Chief Executives

Question # 7 of 10 (Start time: 02:31:09 PM) Total Marks: 1

Which of the following is an iterative approach to system development?
Select correct option:

1. Waterfall

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2. Incremental
3. Prototyping

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4. **Spiral**

Question # 8 of 10 (Start time: 02:31:59 PM) Total Marks: 1

Which of the following model is preferred for its simplicity and more disciplined approach?

Select correct option:

1. Incremental
2. **Waterfall**
3. Spiral
4. Iterative

Question # 9 of 10 (Start time: 02:32:27 PM) Total Marks: 1

Which of the following addresses compliance and adjustability with the way organization works with attitude to change or chains of command?

Select correct option:

1. **Operational feasibility**
2. Technical feasibility
3. Tactical feasibility
4. Economic feasibility

Question # 10 of 10 (Start time: 02:33:14 PM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

1. **Waterfall**
2. Spiral
3. Incremental
4. Rapid prototyping

Question # 1 of 10 (Start time: 08:53:47 AM)

Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

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Spiral

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Incremental Page No. 79

Extreme programming

Waterfall

Question # 2 of 10 (Start time: 08:54:23 AM)

Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

Iterative Page No. 96

XP

Rapid prototyping

Waterfall

Question # 3 of 10 (Start time: 08:55:06 AM)

Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility Page No. 83

Question # 4 of 10 (Start time: 08:55:44 AM)

Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for_____.

Select correct option:

success

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efficiency

increased productivity

Failure **Page No.86**

Question # 5 of 10 (Start time: 08:56:28 AM)

Total Marks: 1

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in _____ order.

Select correct option:

Logical **Page No. 109**

Physical

Random

Top to Bottom

Question # 6 of 10 (Start time: 08:57:01 AM)

Total Marks: 1

In which of the following model, the system development is broken into many mini development projects.

Select correct option:

Spiral

Incremental **Page No. 95**

Iterative

Waterfal

Question # 7 of 10 (Start time: 08:57:53 AM)

Total Marks: 1

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

Select correct option:

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System Analysts **Page No. 103**

Software Engineers

System Designers

Chief Executives

Question # 8 of 10 (Start time: 08:58:29 AM)

Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

SDLC **Page No. 78**

System programming

Software testing

Software configuration

Question # 9 of 10 (Start time: 08:59:22 AM)

Total Marks: 1

Apart from the value to cost ratio, modules are also selected on the basis of _____ requirements and needs.

Select correct option:

programmer

designer

Customer **Page No. 95**

system analyst

Question # 10 of 10 (Start time: 09:00:14 AM)

Total Marks: 1

Which of the following ensures the correctness of data in the database?

Select correct option:

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Data integrity **Page No. 104**

Data accessibility

Data consistency

Data analysis

Question # 1 of 10 (Start time: 01:15:40 AM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

Waterfall PAGE 83

Spiral

Incremental

Rapid prototyping

Question # 2 of 10 (Start time: 01:16:32 AM) Total Marks: 1

Which of the following is the process of quickly putting together a working model in order to test various aspects of the design for gathering early user feedback?

Select correct option:

Interviews

Iteration

Prototyping PAGE 89

Questionnaires

Question # 3 of 10 (Start time: 01:17:16 AM) Total Marks: 1

Which of the following lifecycle model is very appropriate for large and complex information systems?

Select correct option:

Spiral PAGE 88

Prototyping

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Incremental

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Waterfall

Question # 4 of 10 (Start time: 01:17:53 AM) Total Marks: 1

Which of the following lifecycle model is a combination of classic waterfall model and aspects of risk analysis?

Select correct option:

Prototyping

Waterfall

Spiral PAGE 88

Incremental

Question # 5 of 10 (Start time: 01:18:32 AM) Total Marks: 1

Which of the following process begins with stratifying system users and then identifying their needs?

Select correct option:

Structuring

QA

Exploration

Design PAGE 81

Question # 6 of 10 (Start time: 01:19:12 AM) Total Marks: 1

In which of the following models, the development approach is based on producing deliverables frequently/ repetitively.

Select correct option:

Incremental

Waterfall

Iterative PAGE 86

XP

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Question # 7 of 10 (Start time: 01:20:13 AM) Total Marks: 1

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Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success
efficiency
increased productivity

failure PAGE 76

Question # 8 of 10 (Start time: 01:21:00 AM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic PAGE 77

top management, democratic
Middle level management, democratic

Question # 9 of 10 (Start time: 01:21:53 AM) Total Marks: 1

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural
Abstract
Internal

Diagrammatic PAGE 96

Question # 10 of 10 (Start time: 01:23:24 AM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

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IT planning PAGE 67

Requirements planning

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Configuration planning

Question # 1 of 10 (Start time: 01:53:48 AM) Total Marks: 1

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Select correct option:

Rapid prototyping

Spiral

Waterfall PAGE 83

Extreme programming

Question # 2 of 10 (Start time: 01:55:54 AM) Total Marks: 1

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

Select correct option:

True PAGE 98

False

Question # 3 of 10 (Start time: 01:57:17 AM) Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correct option:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility PAGE 73

Question # 4 of 10 (Start time: 01:57:46 AM) Total Marks: 1

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

Designing

Analyzing

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Planning PAGE 67

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Implementation

Question # 5 of 10 (Start time: 01:58:25 AM) Total Marks: 1

Which of the following model can lead to scope creep due to user feedback after each phase?

Select correct option:

Iterative PAGE 71

XP

Rapid prototyping

Waterfall

Question # 6 of 10 (Start time: 01:59:14 AM) Total Marks: 1

In _____ model, software is constructed step by step in the same way a building is constructed.

Select correct option:

Spiral

Incremental PAGE 69

Extreme programming

Waterfall

Question # 7 of 10 (Start time: 01:59:43 AM) Total Marks: 1

Which of the following is the core product which usually addresses the basic requirements of the system?

Select correct option:

First increment PAGE 85

Second increment

Last increment

Final increment

Question # 8 of 10 (Start time: 02:00:15 AM) Total Marks: 1

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Which of the following enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes?

Select correct option:

Organizing
Monitoring
Plans PAGE 67
Implementation

Question # 9 of 10 (Start time: 02:00:50 AM) Total Marks: 1

Which of the following defines the operations of the system in layman's terms?

Select correct option:

User manual PAGE 82
Technical manual
Procedural manual
Testing manual

Question # 10 of 10 (Start time: 02:01:22 AM) Total Marks: 1

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural
Abstract
Internal
Diagrammatic PAGE 96

Question # 1 of 10 (Start time: 05:05:35 PM)

Total Marks: 1

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

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True

False

system is a group of -----that are integrated with the common purpose of achieving an objective.

Select correct option:

Information

Data Sets

Elements

Data and information

Suppliers also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

Select correct option:

DSS, MIS

OLAP, KSS

KSS, DSS

GDSS, DSS

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

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The organizational structures are formulated in order to efficiently manage the —
Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

information is available in manufacturing information system.
Select correct option:

Sales

Purchase

Stock

Product

Which of the following is a set of management and control activities which focus on quality assurance?
Select correct option:

CIM

MRP

QTM

TQM

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.
Select correct option:

Information System

System (correct)

Organization

None of above options

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The information from the system not used for control purpose called-----
Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

The concept of incremental decision making is introduced by the-----model.
Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

for more contents visit

Factors of----- are basic elements of reducing manufacturing cost
Select correct option:

Production

Quality

Brand

Cost

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

Select correct option:

True

False

Manufacturing process involves more than one sub-process.
Select correct option:

True

False

Which of the following decision making approach is followed when some or all of the structural elements of the decision situation are undefined, ill-defined or unknown?

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Select correct option:

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Semi structured decision making approach
Structured decision making approach
Unstructured decision making approach
Psychological decision making approach

Small organizations usually have complex management structure
Select correct option:

True

False

Instead of Information, data is more important in day to day decision making
Select correct option:

True

False

“Treat each customer uniquely” is the motto of the entire_____process.
Select correct option:

CRM

Product development
Marketing
Promotion

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?
Select correct option:

CAM
MCA
CNC
MRP

Question # 2 of 10 (Start time: 06:43:39 PM) Total Marks: 1
Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin
Select correct option:

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True

False

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Information regarding monitoring and controlling the business is provided by _____

Select correct option:

DSS

TPS

MIS

KSS

Which of the following is an organized approach of making choices in complex decision situations through identifying and evaluating creative options?

Select correct option:

Structured decision making approach

Unstructured decision making approach

Semi structured decision making approach

Psychological decision making approach

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

_____ is the set of interconnected structural elements that provide the framework.

Select correct option:

Infrastructure

System

Organization

Internet

_____ are created for just one department.

Select correct option:

Data marts

Narrative data models

Data driven DSS

Graphical data models

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CBIS helps in updating every change being triggered in less time and with more effort.
Select correct option:

True

False

There is a greater emphasis on models in case of _____
Select correct option:

KSS

DSS

MIS

TPS

According to _____ model, organizations are not rational.
Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

There is a greater emphasis on models in case of _____
Select correct option:

KSS

DSS

MIS

TPS

for more contents visit

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.
Select correct option:

Information System

System

Organization

None of above options

summarizes transactions into multidimensional user defined views

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Select correct option:

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DSS
MIS
OLAP
GDSS

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin
Select correct option:

True

False

which of the following organizations all critical managerial positions are usually controlled by the family members.
Select correct option:

Medium Size

LargeSize
Small Size
none of these options

The basic purpose behind setting up systems and procedures is to make available information
Select correct option:

True

False

A structure through which individuals cooperate systematically to conduct business called organization.
Select correct option:

True

False

_____models are three dimensional representation of an entity or object.
Select correct option:

Narrative

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Physical

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Mathematical
Graphical

Data mining is also known as _____ in databases
Select correct option:

knowledge management
knowledge processing
knowledge discovery
knowledge transfer

In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.
Select correct option:

Rational Man
Garbage Can
Political
Muddling through
[Reference](#)

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A system is a group of -----that are integrated with the common purpose of achieving an objective.
Select correct option:

Information
Data Sets
Elements
Data and information

The _____ model is often perceived as political or anti-rational.
Select correct option:

Rational Man
Irrational Man
Muddling through
Garbage Can
[Reference](#)

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The set of _____ being discharged set the tone and structure of that department.
Select correct option:

responsibilities

rules

laws

processes

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Continue change in work force is harmful for an organization

Select correct option:

True

False

In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Select correct option:

Rational Man

Garbage Can

Political

Muddling through

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Closed System depends on _____ and data.

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Select correct option:

Internal resources

External resources

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Procedures
Technical resource

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Select correct option:

Manufacturing
Sales
Marketing

Human Resource

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size
Business Cost
Business Processes

The set of _____ being discharged set the tone and structure of that department.

Select correct option:

responsibilities

rules
laws
processes

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Ref : Generation of relevant information is the objective of every information system.

The _____ model is often perceived as political or anti-rational.

Select correct option:

Rational Man
Irrational Man
Muddling through
Garbage Can

_____ models represent its entities with an abstraction of lines, symbols or

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shapes.

Select correct option:

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Narrative
Physical
Mathematical
Graphical

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Data mining is also known as _____ in databases

Select correct option:

knowledge management

knowledge processing

knowledge discovery

knowledge transfer

Small organizations usually have complex management structure

Select correct option:

True

False

for more contents visit

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

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Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

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Select correct option:

CCN

Product development process

Cognitive process

Planning process

The information from the system not used for control purpose called_____

Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

CRM software requires highly integrated environment for high_____, which is rarely available.

Select correct option:

Sale

Productivity

Promotion

Customer satisfaction

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Distributing common information to every one may result in waste of time and confusion.

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Select correct option:

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True

False

The information can also be ranked in accordance with the qualities it has.
Select correct option:

True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

Select correct option:

between

within

across

inside

Generation of relevant data is the objective of every information system

Select correct option:

True

False

_____ information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

Product

Continue change in work force is harmful for an organization

Select correct option:

True

False

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

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Competitive market
None of these options

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Information regarding monitoring and controlling the business is provided by

Select correct option:

DSS

TPS

MIS

KSS

Closed System depends on _____ and data.

Select correct option:

Internal resources

External resources

Procedures

Technical resources

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Select correct option:

Exploration

Deployment

Model building

Stationing

It is to be noted that IS and MIS are same.

Select correct option:

True

False

Existence of _____ departments in every organization varies with the nature of industry and the nature of products/ services being offered.

Select correct option:

flat

horizontal

functional

non-functional

Select correct option:

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The concept of incremental decision making is introduced by the _____ model.

Select correct option:

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Rational Man
Garbage Can
Muddling through
Irrational Man

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?
Select correct option:

Quality assurance subsystem
Order processing subsystem
Controlled processing subsystem
Concurrent processing subsystem

Procedures are organized in a physical manner to form systems.
Select correct option:

True

False

Ref : Systems have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called
Select correct option:

Open loop system
Closed loop system
Closed end System
Open system

_____system can be used to simulate the consequences of each alternative generated.

Select correct option:

DSS
MIS
EIS
CNC

Select correct option:

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It is to be noted that IS and MIS are same.

Select correct option:

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True

False

_____ is the set of interconnected structural elements that provide the framework.
Select correct option:

Infrastructure

System

Organization

Internet

Decision making is the cognitive process of selecting a course of action from among----- alternatives.

Select correct option:

Multiple

Double

Triple

None of these options

for more contents visit

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

Select correct option:

True

False

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

Select correct option:

prefer

don't like

deny

refuse

Treat each customer uniquely" is the motto of the entire _____ process.

Select correct option:

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CRM

Product development
Marketing
Promotion

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The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

_____states that inventory is manufactured or acquired only as the need for it arises.

Select correct option:

JET

JIT

JTI

TQM

Closed system is dependent on the internal resources and data.

Select correct option:

True

False

Which of the following decision making approach is followed when the situation is complex and no standard solutions exist for resolving the situation?

Select correct option:

Structured decision making approach

Semi structured decision making approach

Psychological decision making approach

Unstructured decision making approach

Continue change in work force is harmful for an organization

Select correct option:

True

False

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

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Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

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Select correct option:

- Islamic
- Christian
- Hindu
- Social

Every industry has its own_____which gives rise to a different set of sub-systems as part of the information system.

Select correct option:

- command structure
- departmental structure**
- policies
- responsibilities

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Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

Select correct option:

- CEE
- CNC
- CAE**
- MRP

_____summarizes transactions into multidimensional user defined views

Select correct option:

- DSS
- MIS
- OLAP**
- GDSS

_____is known as the father of warehouse

Select correct option:

- Stephen hawking
- Bill gates

Bill Inmon

Edgar Codd

Which of the following is an organized approach of making choices in complex decision situations through identifying and evaluating creative options?

Select correct option:

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Structured decision making approach

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Unstructured decision making approach

Semi structured decision making approach

Psychological decision making approach

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

An organization is defined by the elements that are part of it, its communication and its rules of action compared to outside events.

Select correct option:

True

False

Decision making is the cognitive process of selecting a course of action from among----- alternatives.

Select correct option:

Multiple

Double

Triple

None of these options

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

_____summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

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OLAP

GDSS

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Select correct option:

(SAFTA)

(SAARC)

(WTO)

None of above.

_____ knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in _____ form

Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

Competitive market

None of these options

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The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

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Business Cost
Business Processes

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

Database
Development
Query
Inference

Closed system is dependent on the internal resources and data.

Select correct option:

True

False

We can get help in non-routine decision making through _____

Select correct option:

KSS
TPS
MIS
DSS

In _____ building, managers attempt to gather more administrative and financial power.

Select correct option:

Monarchy
Dynasty
Empire
Territory

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Select correct option:

Manufacturing
Sales
Marketing

Human Resource

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

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Select correct option:

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(SAFTA)
(SAARC)
(WTO)
None of above.

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions
Select correct option:

Islamic
Christian
Hindu
Social

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.
Select correct option:

True

False

The reports generated by the -----are used for analytical decision making by the management.
Select correct option:

MIS
DSS
EIS
TIP

_____system can be used to simulate the consequences of each alternative generated.
Select correct option:

DSS
MIS
EIS
CNC

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Continue change in work force is harmful for an organization

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Select correct option:

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True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

Select correct option:

between

within

across

inside

: In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Select correct option:

Rational Man

Garbage Can

Political

Muddling through

(CBIS) stands for _____

Select correct option:

Concurrency based information system

Coordination based information System

Control basic information system

Computer Based Information System

The _____ model is often perceived as political or anti-rational.

Select correct option:

Rational Man

Irrational Man

Muddling through

Garbage Can

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

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Small organizations usually have complex management structure
Select correct option:

True

False

Discovering_____and_____contained within the business activity & history and predict future behavior is the purpose of data mining.

Select correct option:

structures, possibilities

structures, patterns

relationships, possibilities

patterns, relationships

for more contents visit

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

The_____model is often perceived as political or anti-rational.

Select correct option:

Rational Man

Irrational Man

Muddling through

Garbage Can

The concept of incremental decision making is introduced by the_____model.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

Level of_____refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization

compression

attenuation

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The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

Treat each customer uniquely” is the motto of the entire _____ process.

Select correct option:

CRM

Product development

Marketing

Promotion

The concept of incremental decision making is introduced by the _____ model.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

Procedures are organized in a physical manner to form systems.

Select correct option:

True

False

In the real world, it is _____ to specify all of the alternatives and its consequences.

Select correct option:

possible

certain

helpful

impossible

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

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Concurrent processing subsystem

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Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

Select correct option:

prefer

don't like

deny

refuse

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Select correct option:

Information System

System

Organization

None of above options

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

A system is a group of -----that are integrated with the common purpose of achieving an objective.

Select correct option:

Information

Data Sets

Elements

Data and information

Which of the following refers specifically to the computer control of machine tools for

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the purpose of repeatedly manufacturing complex parts in metal as well as other

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materials?

Select correct option:

MRP

CAE

CCN

CNC

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Select correct option:

Planning

Decision Making

CNC

MRP

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Organization is a group of elements that are integrated with the common purpose of achieving an object.

Select correct option:

True

False

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

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Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Select correct option:

Information System

System

Organization

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None of above options

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The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Information system must fulfil the needs of the -----

Select correct option:

Customers

Business

Employee

Organization

To fulfill a need: Information system must fulfill the needs of the business. An organization needs information of its customers, product, market trend, employee information, payroll, manufacturing cost etc. In time information helps the organization launch its product in time to maximize profit.

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Which of the following is a reasoning process that can be rational or irrational, and can be based on explicit or tacit assumptions?

Select correct option:

Product development

MRP

Planning

Decision Making

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system

Accounting information system

Human resource information system

Manufacturing information system

The _____ model is often perceived as political or anti-rational.

Select correct option:

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Rational Man
Irrational Man
Muddling through
Garbage Can

: An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete
actual
abstract
tangible

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Select correct option:

Trial and error

Heuristics

Critical decision making
Data mining

Decision making is the cognitive process of selecting a course of action from among----- alternatives.

Select correct option:

Multiple
Double
Triple
None of these options

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True
False

_____ system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient
Expert
Knowledgeable
Open-loop

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_____system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient

Expert

Knowledgeable

Open-loop

Existence of _____departments in every organization varies with the nature of industry and the nature of products/ services being offered.

Select correct option:

flat

horizontal

functional

non-functional

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically?

Select correct option:

CDA

MRP

CAD

CNC

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

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Select correct option:

design
choice
intelligence
implementation

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN
Product development process

Cognitive process

Planning process

Which of the following subsystem needs to be linked with the marketing system so as to produce right amount of product?

Select correct option:

Human Resource Subsystem
Production subsystem
Accounting & Finance subsystem
Quality Assurance subsystem

Select correct option:

KSS
TPS
MIS
DSS

for more contents visit

Which of the following system is linked to all the information systems in an organization?

Select correct option:

Marketing information system
Accounting information system
Human resource information system
Manufacturing information system

_____ is the set of interconnected structural elements that provide the
Select correct option:

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framework for supporting the entire structure

Select correct option:

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Management System

Infrastructure

Decision Support System

Transaction processing system

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

DSS

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Tertiary Sources

option a and b both

Every industry has its own _____ which gives rise to a different set of sub-systems as part of the information system.

Select correct option:

command structure

departmental structure

policies

responsibilities

In _____ building, managers attempt to gather more administrative and financial power.

Select correct option:

Monarchy

Dynasty

Empire

Territory

Select correct option:

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Instead of Information, data is more important in day to day decision making

Select correct option:

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True

False

In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small Size

none of these options

Small organizations usually have complex management structure

Select correct option:

True

False

_____information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

Product

_____also has the ability to explain the line of reasoning in reaching a particular solution, which _____does not have.

Select correct option:

DSS, MIS

OLAP, KSS

KSS, DSS

GDSS, DSS

The information from the system not used for control purpose called_____

Select correct option:

Open loop system

Closed loop system

Open end System

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Open and close system

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In the real world, it is _____ to specify all of the alternatives and its consequences.

Select correct option:

- possible
- certain
- helpful
- impossible**

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

_____ communication refers to the Information flow from firm to external environment.

Horizontal

Marketing

Suppliers

Vertical

Marketing Communication – Info flowing from firm to external environment

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

Select correct option:

- between**
- within
- across
- inside

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A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Select correct option:

Trial and error

Heuristics

Critical decision making

Data mining

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Select correct option:

Information System

System

Organization

None of above options

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

“Treat each customer uniquely” is the motto of the entire _____ process.

Select correct option:

CRM

Product development

Marketing

Promotion

Manufacturing process involves more than one sub-process.

Select correct option:

True

False

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Procedures are organized in a physical manner to form systems.

Select correct option:

True

False

It is to be noted that IS and MIS are same.

Select correct option:

True

False

Where problem is recurring and repetitive, the _____ factors can be identified in order to identify a particular course of action.

Select correct option:

different

multiple

common

various

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

CRM software requires highly integrated environment for high _____, which is rarely available.

Select correct option:

Sale

Productivity

Promotion

Customer satisfaction

Which of the following subsystem needs to be linked with the marketing system so as to produce right amount of product?

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Select correct option:

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Human Resource Subsystem

Production subsystem

Accounting & Finance subsystem

Quality Assurance subsystem

According to _____ model, organizations are not rational.

Select correct option:

Rational Man

Garbage Can

Muddling through

Irrational Man

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

dss

Organizations can be distinguished on the basis of following criteria / criterias

Select correct option:

Organizational structure

Culture of the Organizations

Management Style and Decision Making Style

option a , b and c

The information from the system not used for control purpose called _____

Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

_____ models represent its entities with an abstraction of lines, symbols or shapes.

Select correct option:

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Narrative

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Physical
Mathematical
Graphical

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

Select correct option:

prefer

don't like

deny

refuse

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

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Company Structure

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_____ is known as the father of warehouse

Select correct option:

Stephen hawking

Bill gates

Bill Inmon

Edgar Codd

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

Select correct option:

True

False

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Organization is a group of elements that are integrated with the common purpose of

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achieving an object.
Select correct option:

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True

False

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Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Select correct option:

CAD

PRM

MRI

MRP

Closed system is dependent on the internal resources and data.

Select correct option:

True

FALSE

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

Question # 8 of 10 (Start time: 09:37:11 PM) Total Marks: 1

The virus or bug being installed to corrupt data or software might create BAD SECTORS on the hard drive, leading to its preferable removal from the computer is an example of

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the following
Select correct option:

Logical Threat

Physical Threat

option a and b

None of above options

Question # 1 of 10 (Start time: 09:16:09 PM) Total Marks: 1

The requirement of protecting information from improper modification is termed as system and data_____.

Select correct option:

Privacy

Consistency

Integrity (Pg 140)

Reliability

Question # 9 of 10 (Start time: 09:12:10 PM) Total Marks: 1

To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level is known as:

Select correct option:

Risk assumption (Pg 145)

Risk avoidance

Risk limitation

Risk planning

Question # 8 of 10 (Start time: 08:59:59 PM) Total Marks: 1

_____factor is not considered during OO Design.

Select correct option:

Encapsulation

Usability

Information hiding

Confidentiality

Question # 9 of 10 (Start time: 10:03:32 PM) Total Marks: 1

In composite more than_____value are required to explain the attribute.

Select correct option:

One (Pg 124)

Two

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Three
Four

Question # 4 of 10 (Start time: 09:25:36 PM) Total Marks: 1

Which of the following carries connotations of the class to which the object belonged?
Select correct option:

Class
Instance
Structure
None of the above

Question # 9 of 10 (Start time: 09:12:10 PM) Total Marks: 1

To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level is known as:
Select correct option:

Risk assumption
Risk avoidance
Risk limitation
Risk planning

Question # 8 of 10 (Start time: 08:59:59 PM) Total Marks: 1

_____ factor is not considered during OO Design.
Select correct option:

Encapsulation
Usability
Information hiding
Confidentiality

Question # 8 of 10 (Start time: 07:46:36 PM) Total Marks: 1

Customer feedback on any product is required for _____
Select correct option:

Money Factors
Strategic relationship
Intellectual capital
Quality check

Question # 1 of 10 (Start time: 01:22:45 AM) Total Marks: 1

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The ability for different classes of objects to respond to identical messages is _____

Select correct option:

Inheritance

Encapsulation

Generalization

Polymorphism

Question # 2 of 10 (Start time: 01:23:33 AM) Total Marks: 1

The Internet's technological success does not depend on its principal communication tools, the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

Select correct option:

True

False

Question # 3 of 10 (Start time: 01:24:18 AM) Total Marks: 1

Bug is an internal malfunction of the software.

Select correct option:

True

False

Question # 4 of 10 (Start time: 01:25:02 AM) Total Marks: 1

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A/an_____ is a set of entities of the same type that share the same properties.

Select correct option:

Attribute

Entity Set

Relation

Entity

Question # 5 of 10 (Start time: 01:25:33 AM) Total Marks: 1

Object oriented design elaborates the hardware and software architecture to produce _____

Select correct option:

Functional specifications

Implementation specifications

Testing specifications

Modeling specifications

Question # 6 of 10 (Start time: 01:25:56 AM) Total Marks: 1

A threat is some action or event that cannot lead to a loss

Select correct option:

False

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True

Question # 7 of 10 (Start time: 01:26:44 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs

Industry CSFs

Environmental CSFs

Temporal CSFs

Question # 8 of 10 (Start time: 01:27:00 AM) Total Marks: 1

The first PC virus was a boot sector virus created in _____

Select correct option:

UK

USA

India

Pakistan

Question # 9 of 10 (Start time: 01:28:31 AM) Total Marks: 1

Arrow is also called _____

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Select correct option:

Dotted line

Process

Flow line

Link line

Question # 10 of 10 (Start time: 01:29:42 AM) Total Marks: 1

In flow chart terminator indicates from where the process starts & where its end.

Select correct option:

True

False

Question # 1 of 10 (Start time: 01:33:32 AM) Total Marks: 1

According to “Booch”, object has following three components

Select correct option:

State, Behavior, Identity

State, Behavior, Interface

State, Interface, methods

State, Variables, Methods

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Question # 2 of 10 (Start time: 01:34:15 AM) Total Marks: 1

Polymorphism can be defined in terms of _____

Select correct option:

Having inherited features

Having many forms

Having private data

Having direct access to system

Question # 3 of 10 (Start time: 01:34:44 AM) Total Marks: 1

A denial-of-service attack floods a Web site with so many requests for services that it slows down or crashes

Select correct option:

True

False

Question # 4 of 10 (Start time: 01:35:19 AM) Total Marks: 1

An object can be defined as _____

Select correct option:

Abstraction

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Constraint

Method

Class

Question # 5 of 10 (Start time: 01:36:24 AM) Total Marks: 1

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes

Sub Interfaces

Sub objects

super set

Question # 6 of 10 (Start time: 01:36:56 AM) Total Marks: 1

Object oriented design elaborates the hardware and software architecture to produce _____

Select correct option:

Functional specifications

Implementation specifications

Testing specifications

Modeling specifications

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Question # 7 of 10 (Start time: 01:37:18 AM) Total Marks: 1

The interface is implemented by _____

Select correct option:

Signatures

Classes

Methods

Objects

Question # 8 of 10 (Start time: 01:38:50 AM) Total Marks: 1

Each attribute has a value set or domain

Select correct option:

True

False

Question # 9 of 10 (Start time: 01:39:40 AM) Total Marks: 1

Object orientation helps in increasing abstraction level to build _____

Select correct option:

Testable software

Reusable software

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Maintainable software

Abstraction software

Question # 10 of 10 (Start time: 01:40:39 AM) Total Marks: 1

Process indicates:

Select correct option:

Procedure

Flow

Activity

Result

Question # 1 of 10 (Start time: 01:49:03 AM) Total Marks: 1

Which of the following activity consists of the discovery, modeling, specification and evaluation of requirements?

Select correct option:

Development

Design

Requirement

Implementation

Question # 2 of 10 (Start time: 01:49:54 AM) Total Marks: 1

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Record of any work showing on the screen is the_____.

Select correct option:

Output

Input

Processing

Question # 3 of 10 (Start time: 01:51:04 AM) Total Marks: 1

The purpose of a class is to specify the structure and behavior of the object.

Select correct option:

True

False

Question # 4 of 10 (Start time: 01:51:43 AM) Total Marks: 1

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of_____.

Select correct option:

System auditors

Data owners

Process owners

End users

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Question # 5 of 10 (Start time: 01:52:21 AM) Total Marks: 1

Which of the following is a private enterprise owned communication network that uses internet protocols.

Select correct option:

Wireless communication

Intranet

Internet

None of above

Question # 6 of 10 (Start time: 01:53:20 AM) Total Marks: 1

A security program is a series of ongoing regular periodic reviews conducted to ensure that assets associated with the information systems function are safeguarded adequately.

Select correct option:

True

False

Question # 7 of 10 (Start time: 01:54:15 AM) Total Marks: 1

Which of the following is an object that exists and is distinguishable from other objects?

Select correct option:

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Entity

Attribute

Object

Instance

Question # 8 of 10 (Start time: 01:54:53 AM) Total Marks: 1

The purpose of data flow diagrams is to provide a----- between users and systems developers

Select correct option:

Linking bridge

Empty space

Data Flows

Connection link

Question # 9 of 10 (Start time: 01:55:22 AM) Total Marks: 1

Automated data are less susceptible to destruction and misuse than paper data

Select correct option:

True

False

Question # 10 of 10 (Start time: 01:55:50 AM) Total Marks: 1

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The Internet poses specific security problems because

Select correct option:

it was designed to be easily accessible

everyone uses it.

viruses cannot be controlled

it changes so fast.

Question # 1 of 10 (Start time: 02:01:48 AM) Total Marks: 1

An association among entities is called Relation.

Select correct option:

True

False

Question # 2 of 10 (Start time: 02:02:20 AM) Total Marks: 1

Each attribute has a value set or domain

Select correct option:

True

False

Question # 3 of 10 (Start time: 02:03:09 AM) Total Marks: 1

Which of the following is a data model or diagram for high-level descriptions of

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conceptual data model.

Select correct option:

ERD

Flow Chart

logical diagram

DFD

Question # 4 of 10 (Start time: 02:03:41 AM) Total Marks: 1

Which of the following is considered during OO Analysis?

Select correct option:

Concurrency

System behavior

Distribution

Persistence

Question # 5 of 10 (Start time: 02:04:02 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs

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Industry CSFs

Environmental CSFs

Temporal CSFs

Question # 6 of 10 (Start time: 02:04:16 AM) Total Marks: 1

The use of software routines to tie up the computer hosting a Web site that denies legitimate visitor's access is called :

Select correct option:

denial of service

hacking.

Spoofing

Sniffing

Question # 7 of 10 (Start time: 02:06:34 AM) Total Marks: 1

Which of the following is not considered during OO Design?

Select correct option:

Concurrency factor

Distribution factor

Usability factor

Persistence factor

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Question # 8 of 10 (Start time: 02:06:34 AM) Total Marks: 1

Connecting one segment with another we use_____.

Select correct option:

Decision box

Connector

Input/Output box

Process box

Question # 9 of 10 (Start time: 02:07:42 AM) Total Marks: 1

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

Select correct option:

True

False

Question # 10 of 10 (Start time: 02:08:06 AM) Total Marks: 1

Integrity means data and information are protected against authorized modification

Select correct option:

True

False

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Question # 1 of 10 (Start time: 12:53:36 AM) Total Marks: 1

Both software objects and real time objects have_____

Select correct option:

Identity and behavior

Identity and state

State and behavior

Attribute and property

Question # 2 of 10 (Start time: 12:54:32 AM) Total Marks: 1

The main source of bugs in computer programs is the complexity of decision-making code.

Select correct option:

True

False

Question # 3 of 10 (Start time: 12:55:07 AM) Total Marks: 1

Confidentiality & availability have same meaning while considering the security of Information Systems

Select correct option:

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False

True

Question # 4 of 10 (Start time: 12:56:04 AM) Total Marks: 1

_____ is usually identified by the phrase "is a kind of."

Select correct option:

Inheritance

Class

Object

Instance

Question # 5 of 10 (Start time: 12:56:24 AM) Total Marks: 1

Which of the following is the outcome of Object Oriented analysis?

Select correct option:

System interfaces

Integrity constraints

Completeness constraints

System's conceptual model

Question # 6 of 10 (Start time: 12:57:25 AM) Total Marks: 1

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KPI measures the _____

Select correct option:

Achievements

Sales

Risk factor

Internal changes

Question # 7 of 10 (Start time: 12:58:14 AM) Total Marks: 1

A schematic representation of a sequence of operations as in a manufacturing process or computer program is called _____

Select correct option:

Flowchart

Entity relationship Diagram

Data flow diagram

Sequential Diagram

Question # 8 of 10 (Start time: 12:59:00 AM) Total Marks: 1

A category of objects_____the same attributes, operations and relationships.

Select correct option:

Inherit

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Share

Collaborate

Use

Question # 9 of 10 (Start time: 01:00:25 AM) Total Marks: 1

Object oriented design elaborates the hardware and software architecture to produce _____

Select correct option:

Functional specifications

Implementation specifications

Testing specifications

Modeling specifications

Question # 10 of 10 (Start time: 01:01:55 AM) Total Marks: 1

Which one of the following computer systems uses duplication of components and data to cope with systems failures?

Select correct option:

Fault-tolerant systems

EIS

MIS

OIS

Question # 1 of 10 (Start time: 12:19:02 AM) Total Marks: 1

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Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of_____.

Select correct option:

System auditors

Data owners

Process owners

End users

Question # 2 of 10 (Start time: 12:20:11 AM) Total Marks: 1

Which of the following is considered during OO Analysis?

Select correct option:

Concurrency

System behavior

Distribution

Persistence

Question # 3 of 10 (Start time: 12:21:35 AM) Total Marks: 1

Good practices show that a flow chart has a logical start and logical end.

Select correct option:

True

False

Question # 4 of 10 (Start time: 12:22:52 AM) Total Marks: 1

An association among entities is called Relation.

Select correct option:

True

False

Question # 5 of 10 (Start time: 12:24:00 AM) Total Marks: 1

A/an_____is a set of entities of the same type that share the same properties.

Select correct option:

Attribute

Entity Set

Relation

Entity

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Question # 6 of 10 (Start time: 12:24:52 AM) Total Marks: 1

Integrity means data and information are protected against authorized modification

Select correct option:

True

False

Question # 7 of 10 (Start time: 12:25:50 AM) Total Marks: 1

There are three approaches of system analysis & design

Select correct option:

True

False

Question # 8 of 10 (Start time: 12:26:45 AM) Total Marks: 1

A well designed system also helps in early detection of problems in critical areas.

Select correct option:

True

False

Question # 9 of 10 (Start time: 12:27:23 AM) Total Marks: 1

Which of the following may attack executable programs?

Select correct option:

Viruses

Worms

Trojans

Sniffers

Question # 10 of 10 (Start time: 12:28:01 AM) Total Marks: 1

Sasser, Netsky, and Sobig are all classified as:

Select correct option:

DoS viruses

Worm viruses

Virus hoaxes

Trojan horses

Question # 1 of 10 (Start time: 12:39:00 AM) Total Marks: 1

The _____ diagrams are extremely useful in mapping the meanings and interactions of real world enterprises onto a conceptual model.

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Select correct option:

UML
Sequential
Flow
ER

Question # 2 of 10 (Start time: 12:39:44 AM) Total Marks: 1

_____ refers to the characteristics or properties of an object.

Select correct option:

Methods
Operations
Attributes
Status

Question # 3 of 10 (Start time: 12:40:14 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs
Industry CSFs
Environmental CSFs
Temporal CSFs

Question # 4 of 10 (Start time: 12:41:15 AM) Total Marks: 1

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes
Sub Interfaces
Sub objects
super set

Question # 5 of 10 (Start time: 12:42:28 AM) Total Marks: 1

Confidentiality of information system means

Select correct option:

data and information are protected against unauthorized modification
data & information are easily available to everyone
data and information are disclosed only to those who have a right to know it
information systems are available and usable when required

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Question # 6 of 10 (Start time: 12:43:14 AM) Total Marks: 1

Inheritance can be defined in terms of _____

Select correct option:

Has kind of

Is based on

Is similar to

Is kind of

Question # 7 of 10 (Start time: 12:44:10 AM) Total Marks: 1

The protection of information from unauthorized disclosure explains the concept of system and data_____.

Select correct option:

Completeness

Consistency

Reliability

Confidentiality

Question # 8 of 10 (Start time: 12:45:04 AM) Total Marks: 1

A fixed Internet address creates a prime target for hackers

Select correct option:

True

False

Question # 9 of 10 (Start time: 12:45:34 AM) Total Marks: 1

OECD stands for

Select correct option:

Organization of Electrical Computing Development

Organization for Economic Cooperation & Development

Organization of Engineers & Computer Developer

Organization of Economic Collaboration & Development

Question # 10 of 10 (Start time: 12:46:31 AM) Total Marks: 1

Which of the following assigns overall responsibility for the security of information?

Select correct option:

Security Professionals

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Executive Management

Data Owners

Option a and b

Question # 1 of 10 (Start time: 02:24:58 AM) Total Marks: 1

Inheritance can be defined in terms of _____

Select correct option:

Has kind of

Is based on

Is similar to

Is kind of

Question # 2 of 10 (Start time: 02:25:34 AM) Total Marks: 1

Object oriented analysis focuses on the _____

Select correct option:

Implementation of objects

States of objects

Identity of objects

Collaboration of objects

Question # 3 of 10 (Start time: 02:26:28 AM) Total Marks: 1

Which of the following is an expression of an intention to inflict pain, injury, evil or punishment, and an indication of impending danger or harm?

Select correct option:

Intrusion

Damage

Threat

None of these options

Question # 4 of 10 (Start time: 02:27:37 AM) Total Marks: 1

Derived attribute is information provided on the basis of _____ attribute.

Select correct option:

Same

Different

Unique

None of the above

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Question # 5 of 10 (Start time: 02:29:07 AM) Total Marks: 1

Rectangle shape in the flow charts represents _____

Select correct option:

Decision

Process

Terminator

Relationship

Question # 6 of 10 (Start time: 02:29:55 AM) Total Marks: 1

There are _____ risk mitigation options.

Select correct option:

3

4

5

6

Question # 7 of 10 (Start time: 02:30:42 AM) Total Marks: 1

Characteristics of object are called _____

Select correct option:

Methods

Status

Attributes

Instances

Question # 8 of 10 (Start time: 02:30:59 AM) Total Marks: 1

The Internet poses specific security problems because

Select correct option:

it was designed to be easily accessible

everyone uses it.

viruses cannot be controlled

it changes so fast.

Question # 9 of 10 (Start time: 02:31:28 AM) Total Marks: 1

Null is a blank read as zero value.

Select correct option:

True

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False

Question # 10 of 10 (Start time: 02:31:59 AM) Total Marks: 1

Providing independent assurance to management regarding the appropriateness of the security objectives is the responsibility of_____.

Select correct option:

Information systems auditors

Data owners

Process owners

End users

Question # 1 of 10 (Start time: 02:38:03 AM) Total Marks: 1

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system

Select correct option:

True

False

Question # 2 of 10 (Start time: 02:38:46 AM) Total Marks: 1

Temporal CSFs in an organization, results from _____

Select correct option:

Economic changes

Internal needs and changes

Technological changes

Environmental changes

Question # 3 of 10 (Start time: 02:39:17 AM) Total Marks: 1

Record of any work showing on the screen is the_____.

Select correct option:

Output

Input

Processing

Sequence

Question # 4 of 10 (Start time: 02:39:46 AM) Total Marks: 1

Object oriented analysis generates

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Select correct option:

Conceptual model of Information

Implementation constraints

System Interfaces

Data requirement specifications

Question # 5 of 10 (Start time: 02:41:14 AM) Total Marks: 1

An association among entities is called Relation.

Select correct option:

True

False

Question # 6 of 10 (Start time: 02:41:47 AM) Total Marks: 1

A threat is some action or event that cannot lead to a loss

Select correct option:

False

True

Question # 7 of 10 (Start time: 02:42:54 AM) Total Marks: 1

Providing access to the data and behavior is through an object's interface is called

Select correct option:

Polymorphism

Encapsulation

Message passing

Inheritance

Question # 8 of 10 (Start time: 02:44:20 AM) Total Marks: 1

Integrity means data and information are protected against authorized modification

Select correct option:

True

False

Question # 9 of 10 (Start time: 02:45:20 AM) Total Marks: 1

OECD stands for

Select correct option:

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Organization of Electrical Computing Development
Organization for Economic Cooperation & Development
Organization of Engineers & Computer Developer
Organization of Economic Collaboration & Development

Question # 10 of 10 (Start time: 02:45:43 AM) Total Marks: 1

Which of the following is a private enterprise owned communication network that uses internet protocols.

Select correct option:

Wireless communication
Intranet
Internet
None of above

Question # 1 of 10 (Start time: 02:53:04 AM) Total Marks: 1

The process of managing risks through developing a risk mitigation plan that predict, implement and maintain controls is referred as risk_____.

Select correct option:

Detection
Planning
Scrutiny
Avoidance

Question # 2 of 10 (Start time: 02:54:28 AM) Total Marks: 1

A_____internet address creates a prime target for hackers.

Select correct option:

fixed
variable
subnet
changeable

Question # 3 of 10 (Start time: 02:54:56 AM) Total Marks: 1

The_____diagrams are extremely useful in mapping the meanings and interactions of real world enterprises onto a conceptual model.

Select correct option:

UML
Sequential
Flow

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ER

Question # 4 of 10 (Start time: 02:55:26 AM) Total Marks: 1

Temporal CSFs in an organization, results from _____

Select correct option:

Economic changes

Internal needs and changes

Technological changes

Environmental changes

Question # 5 of 10 (Start time: 02:55:50 AM) Total Marks: 1

Rectangle shape in the flow charts represents _____

Select correct option:

Decision

Process

Terminator

Relationship

Question # 6 of 10 (Start time: 02:56:07 AM) Total Marks: 1

The main focus of Object Oriented analysis is to study the _____ of objects.

Select correct option:

Collaboration

State

Implementation

Sequence

Question # 7 of 10 (Start time: 02:57:24 AM) Total Marks: 1

Data travels across the internet through several levels of networks until it reaches its middle point.

Select correct option:

True

False

Question # 8 of 10 (Start time: 02:58:29 AM) Total Marks: 1

A/an _____ is a set of entities of the same type that share the same properties.

Select correct option:

Attribute

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Entity Set

Relation

Entity

Question # 9 of 10 (Start time: 02:59:19 AM) Total Marks: 1

Providing independent assurance to management regarding the appropriateness of the security objectives is the responsibility of_____.

Select correct option:

Information systems auditors

Data owners

Process owners

End users

Question # 10 of 10 (Start time: 02:59:51 AM) Total Marks: 1

The interface is implemented by _____

Select correct option:

Signatures

Classes

Methods

Objects

Question # 1 of 10 (Start time: 01:44:51 AM) Total Marks: 1

In the context of information security, data cannot be modified without authorization is known as_____.

Select correct option:

user's rights

privileges

integrity

privacy

Question # 2 of 10 (Start time: 01:46:20 AM) Total Marks: 1

Which of the following is not recommended solution for computing environment?

Select correct option:

Centralized

Stand Alone

Distributed

Web based

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Question # 3 of 10 (Start time: 01:47:45 AM) Total Marks: 1

Intruder might try to remove hard disks is an example of Logical intrusion

Select correct option:

True

False

Question # 4 of 10 (Start time: 01:49:15 AM) Total Marks: 1

Dropper is an example of Trojans

Select correct option:

True

False

Question # 5 of 10 (Start time: 01:50:01 AM) Total Marks: 1

Risk identification and risk mitigation both are same thing.

Select correct option:

True

False

Question # 6 of 10 (Start time: 01:50:49 AM) Total Marks: 1

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system

Select correct option:

True

False

Question # 7 of 10 (Start time: 01:51:23 AM) Total Marks: 1

Automated data are less susceptible to destruction and misuse than paper data

Select correct option:

True

False

Question # 8 of 10 (Start time: 01:52:46 AM) Total Marks: 1

Checking of program for logical errors is called debugging

Select correct option:

True

False

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Question # 9 of 10 (Start time: 01:53:59 AM) Total Marks: 1

Which of the following assigns overall responsibility for the security of information?

Select correct option:

Security Professionals

Executive Management

Data Owners

Option a and b

Question # 10 of 10 (Start time: 01:54:46 AM) Total Marks: 1

Wireless computing devices are not subject to viruses.

Select correct option:

True

False

Question # 1 of 10 (Start time: 02:07:05 AM) Total Marks: 1

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Select correct option:

Social Engineering

Snooping

Spoofing

Spamming

Question # 2 of 10 (Start time: 02:08:34 AM) Total Marks: 1

Which of the following is the outcome of Object Oriented analysis?

Select correct option:

System interfaces

Integrity constraints

Completeness constraints

System's conceptual model

Question # 3 of 10 (Start time: 02:09:13 AM) Total Marks: 1

While developing software object oriented analysis focuses on _____

Select correct option:

Incremental approach

Modular approach

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Traditional approach
Derived approach

Question # 4 of 10 (Start time: 02:10:43 AM) Total Marks: 1

Which of the following refers to damage caused to the software and data without any physical damage to the computers?

Select correct option:

Logical Threat

Physical Threat

Option a and b

None of above options

Question # 5 of 10 (Start time: 02:11:43 AM) Total Marks: 1

A security program is a series of ongoing regular periodic reviews conducted to ensure that assets associated with the information systems function are safeguarded adequately.

Select correct option:

True

False

Question # 7 of 10 (Start time: 02:12:29 AM) Total Marks: 1

Trojan is an example of Virus

Select correct option:

True

False

Question # 8 of 10 (Start time: 02:12:42 AM) Total Marks: 1

_____ is the most harmful type of virus

Select correct option:

Boot sector virus

Overwriting virus

Dropper

Trojan horse

Question # 9 of 10 (Start time: 02:13:55 AM) Total Marks: 1

The main focus of Object Oriented analysis is to study the _____ of objects.

Select correct option:

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Collaboration

State
Implementation
Sequence

Question # 10 of 10 (Start time: 02:15:05 AM) Total Marks: 1

The ability for different classes of objects to respond to identical messages is _____

Select correct option:

Inheritance
Encapsulation
Generalization
Polymorphism

Question # 1 of 10 (Start time: 02:43:55 AM) Total Marks: 1

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Select correct option:

Social Engineering
Snooping
Spoofing
Spamming

Question # 2 of 10 (Start time: 02:44:34 AM) Total Marks: 1

After the process of risk assessment has been completed, the next process is that of risk _____.

Select correct option:

Detection
Criticality analysis
Scrutiny
Mitigation

Question # 3 of 10 (Start time: 02:45:24 AM) Total Marks: 1

Dropper is an example of Trojans

Select correct option:

True
False

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Question # 4 of 10 (Start time: 02:45:55 AM) Total Marks: 1

Checking of program for logical errors is called debugging

Select correct option:

True

False

Question # 5 of 10 (Start time: 02:46:25 AM) Total Marks: 1

_____ is a form of communication in object oriented programming

Select correct option:

Inheritance

data communication

Message passing

chatting

Question # 6 of 10 (Start time: 02:47:51 AM) Total Marks: 1

The security objective uses the following terms:

Select correct option:

Availability

Integrity

Confidentiality

All of the above

Question # 7 of 10 (Start time: 02:48:31 AM) Total Marks: 1

MIS uses duplication of components and data to cope with systems failures?

Select correct option:

True

False

Question # 8 of 10 (Start time: 02:49:47 AM) Total Marks: 1

Sasser, Netsky, and Sobig are all classified as:

Select correct option:

DoS viruses

Worm viruses

Virus hoaxes

Trojan horses

Question # 9 of 10 (Start time: 02:50:39 AM) Total Marks: 1

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We use entity relationship diagram in structured analysis & design
Select correct option:

True

False

Question # 10 of 10 (Start time: 02:51:36 AM) Total Marks: 1
Record of any work showing on the screen is the _____.
Select correct option:

Output

Input

Processing

Sequence

Question # 1 of 10 (Start time: 03:07:32 AM) Total Marks: 1
Testing is easy for the software that is developed using OOAD due to use of _____.
Select correct option:

Real time modeling

Usability feature

Conceptual modeling

Modular approach

Question # 2 of 10 (Start time: 03:08:58 AM) Total Marks: 1
Data processing capability of distributed environment is
Select correct option:

Limited

Centralized

Flexible

Integrated

Question # 3 of 10 (Start time: 03:10:25 AM) Total Marks: 1
Null is a blank read as zero value.
Select correct option:

True

False

Question # 4 of 10 (Start time: 03:10:54 AM) Total Marks: 1
We use entity relationship diagram in structured analysis & design

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Select correct option:

True

False

Question # 5 of 10 (Start time: 03:11:16 AM) Total Marks: 1

Information systems auditors can be different from security auditors

Select correct option:

True

False

Question # 6 of 10 (Start time: 03:12:36 AM) Total Marks: 1

Automated data are less susceptible to destruction and misuse than paper data

Select correct option:

True

False

Question # 7 of 10 (Start time: 03:12:58 AM) Total Marks: 1

Which of the following view gives a quick understanding of the business processes and flows?

Select correct option:

Procedural

Abstract

Internal

Diagrammatic

Question # 8 of 10 (Start time: 03:13:47 AM) Total Marks: 1

Which of the following is a program not a virus but it installs a virus on the PC while performing another function?

Select correct option:

Dropper

Trojans

worm

None of above options

Question # 9 of 10 (Start time: 03:15:05 AM) Total Marks: 1

Which of the following is a private enterprise owned communication network that uses internet protocols.

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Select correct option:

Wireless communication

Intranet

Internet

None of above

Question # 10 of 10 (Start time: 03:15:33 AM) Total Marks: 1

Derived attribute is information provided on the basis of _____ attribute.

Select correct option:

Same

Different

Unique

None of the above

Question # 1 of 10 (Start time: 03:23:23 AM) Total Marks: 1

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

Select correct option:

System Analysis

System Design

Risk Management

Risk Analysis

Question # 2 of 10 (Start time: 03:24:31 AM) Total Marks: 1

Operations are usually called via _____

Select correct option:

Methods

Functions

Signatures

Interfaces

Question # 3 of 10 (Start time: 03:25:58 AM) Total Marks: 1

A Trojan horse virus stays dormant until a specific time or data condition is met

Select correct option:

True

False

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Question # 4 of 10 (Start time: 03:27:25 AM) Total Marks: 1

An association among entities is called Relation.

Select correct option:

True

False

Question # 5 of 10 (Start time: 03:28:50 AM) Total Marks: 1

_____ helps organization in gaining competitive advantage in the use of processes, effectiveness and efficiency.

Select correct option:

BPR

CSF

MIS

SPR

Question # 6 of 10 (Start time: 03:29:27 AM) Total Marks: 1

A fixed Internet address creates a prime target for hackers

Select correct option:

True

False

Question # 7 of 10 (Start time: 03:29:58 AM) Total Marks: 1

Object oriented analysis focuses on the _____

Select correct option:

Implementation of objects

States of objects

Identity of objects

Collaboration of objects

Question # 8 of 10 (Start time: 03:30:13 AM) Total Marks: 1

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of _____.

Select correct option:

System auditors

Data owners

Process owners

End users

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Question # 9 of 10 (Start time: 03:30:53 AM) Total Marks: 1

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

Select correct option:

True

False

Question # 10 of 10 (Start time: 03:31:38 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs

Industry CSFs

Environmental CSFs

Temporal CSFs

Question # 1 of 10 (Start time: 03:42:15 AM) Total Marks: 1

_____are the key people who will have to ensure that security is effective and smoothly operated

Select correct option:

IS security professionals

executive management

technology providers

users

Question # 2 of 10 (Start time: 03:43:44 AM) Total Marks: 1

In drawing a proper flowchart, all necessary steps that are a part of process should be listed out in_____order.

Select correct option:

Logical

Physical

Random

Top to Bottom

Question # 3 of 10 (Start time: 03:44:30 AM) Total Marks: 1

A well designed system also helps in early detection of problems in critical areas.

Select correct option:

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True

False

Question # 4 of 10 (Start time: 03:44:54 AM) Total Marks: 1

While developing software object oriented analysis focuses on _____

Select correct option:

Incremental approach

Modular approach

Traditional approach

Derived approach

Question # 5 of 10 (Start time: 03:45:07 AM) Total Marks: 1

The purpose of a class is to specify the structure and behavior of the object.

Select correct option:

True

False

Question # 6 of 10 (Start time: 03:46:06 AM) Total Marks: 1

Temporal CSFs in an organization, results from _____

Select correct option:

Economic changes

Technological changes

Internal needs and changes

Environmental changes

Question # 7 of 10 (Start time: 03:46:47 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs

Industry CSFs

Environmental CSFs

Temporal CSFs

Question # 8 of 10 (Start time: 03:46:58 AM) Total Marks: 1

Connecting one segment with another we use_____.

Select correct option:

Decision box

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Connector

Input/Output box

Process box

Question # 9 of 10 (Start time: 03:48:24 AM) Total Marks: 1

Which of the following is an expression of an intention to inflict pain, injury, evil or punishment, and an indication of impending danger or harm?

Select correct option:

Intrusion

Damage

Threat

None of these options

Question # 10 of 10 (Start time: 03:48:49 AM) Total Marks: 1

In ERD there are five types of Attributes associated with an entity

Select correct option:

True

False

Question # 1 of 10 (Start time: 04:05:49 AM) Total Marks: 1

Which of the following is a private enterprise owned communication network that uses internet protocols.

Select correct option:

Wireless communication

Intranet

Internet

None of above

Question # 2 of 10 (Start time: 04:06:14 AM) Total Marks: 1

OECD stands for

Select correct option:

Organization of Electrical Computing Development

Organization for Economic Cooperation & Development

Organization of Engineers & Computer Developer

Organization of Economic Collaboration & Development

Question # 3 of 10 (Start time: 04:06:36 AM) Total Marks: 1

The security objective uses the following terms:

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Select correct option:

- Availability
- Integrity
- Confidentiality
- All of the above**

Question # 4 of 10 (Start time: 04:06:54 AM) Total Marks: 1

Which of the following is a program not a virus but it installs a virus on the PC while performing another function?

Select correct option:

- Dropper**
- Trojans
- worm
- None of above options

Question # 5 of 10 (Start time: 04:07:08 AM) Total Marks: 1

Each attribute has a value set or domain

Select correct option:

- True**
- False

Question # 6 of 10 (Start time: 04:08:04 AM) Total Marks: 1

Object oriented analysis generates

Select correct option:

- Conceptual model of Information**
- Implementation constraints
- System Interfaces
- Data requirement specifications

Question # 7 of 10 (Start time: 04:08:26 AM) Total Marks: 1

Polymorphism can be defined in terms of _____

Select correct option:

- Having inherited features
- Having many forms**
- Having private data
- Having direct access to system

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Question # 8 of 10 (Start time: 04:09:44 AM) Total Marks: 1

Null is a blank read as zero value.

Select correct option:

True

False

Question # 9 of 10 (Start time: 04:10:13 AM) Total Marks: 1

_____refer to the sudden increase in power supply.

Select correct option:

Sags

Brown outs

Spikes

Black out

Question # 10 of 10 (Start time: 04:11:08 AM) Total Marks: 1

Wireless computing devices are not subject to viruses.

Select correct option:

True

False

Question # 1 of 10 (Start time: 04:15:14 AM) Total Marks: 1

_____time is saved through an error free designed system.

Select correct option:

Deployment

Development

Configuration

Testing

Question # 2 of 10 (Start time: 04:16:45 AM) Total Marks: 1

_____means information hiding.

Select correct option:

Inheritance

Encapsulation

Class

Polymorphism

Question # 3 of 10 (Start time: 04:17:36 AM) Total Marks: 1

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ERD shows a _____ relation between entities.

Select correct option:

Secondary

Derived

Primary

Multi valued

Question # 4 of 10 (Start time: 04:18:57 AM) Total Marks: 1

Connecting one segment with another we use _____.

Select correct option:

Decision box

Connector

Input/Output box

Process box

Question # 5 of 10 (Start time: 04:19:10 AM) Total Marks: 1

A well designed system also helps in early detection of problems in critical areas.

Select correct option:

True

False

Question # 6 of 10 (Start time: 04:19:34 AM) Total Marks: 1

_____ is usually identified by the phrase "is a kind of."

Select correct option:

Inheritance

Class

Object

Instance

Question # 7 of 10 (Start time: 04:20:10 AM) Total Marks: 1

The purpose of a class is to specify the structure and behavior of the object.

Select correct option:

True

False

Question # 8 of 10 (Start time: 04:20:27 AM) Total Marks: 1

Which of the following carry characteristics of specialization?

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Select correct option:

Sub classes

Sub Interfaces

Sub objects

super set

Question # 9 of 10 (Start time: 04:21:08 AM) Total Marks: 1

Rounded shaped symbol in the flow chart is called _____

Select correct option:

Connector

Arrow

Process

Decision

Question # 10 of 10 (Start time: 04:22:13 AM) Total Marks: 1

Which of the following activity consists of the discovery, modeling, specification and evaluation of requirements?

Select correct option:

Development

Design

Requirement

Implementation

Question # 1 of 10 (Start time: 04:42:05 AM) Total Marks: 1

The main source of bugs in computer programs is the complexity of decision-making code.

Select correct option:

True

False

Question # 2 of 10 (Start time: 04:43:09 AM) Total Marks: 1

Data travels across the internet through several levels of networks until it reaches its middle point.

Select correct option:

True

False

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Question # 3 of 10 (Start time: 04:43:35 AM) Total Marks: 1

UPS stands for

Select correct option:

Un-interrupted power supplies

Un-eruptible power supplies

Uni-enterrupted power supplies

None of above options

Question # 4 of 10 (Start time: 04:44:14 AM) Total Marks: 1

Which of the following is not the type of CSF?

Select correct option:

Technical CSFs

Industry CSFs

Environmental CSFs

Temporal CSFs

Question # 5 of 10 (Start time: 04:44:25 AM) Total Marks: 1

A_____internet address creates a prime target for hackers.

Select correct option:

fixed

variable

subnet

changeable

Question # 6 of 10 (Start time: 04:44:58 AM) Total Marks: 1

A denial-of-service attack floods a Web site with so many requests for services that it slows down or crashes

Select correct option:

True

False

Question # 7 of 10 (Start time: 04:45:34 AM) Total Marks: 1

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes

Sub Interfaces

Sub objects

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super set

Question # 8 of 10 (Start time: 04:45:48 AM) Total Marks: 1

The use of software routines to tie up the computer hosting a Web site that denies legitimate visitor's access is called :

Select correct option:

denial of service

hacking.

Spoofing

Sniffing

Question # 9 of 10 (Start time: 04:47:11 AM) Total Marks: 1

Due to unauthorized changes in data, its_____is lost.

Select correct option:

Sharing

Consistency

Integrity

Redundancy

Question # 10 of 10 (Start time: 04:48:06 AM) Total Marks: 1

Bug is an internal malfunction of the software.

Select correct option:

True

False

Question # 1 of 10 (Start time: 04:52:27 AM) Total Marks: 1

Which of the following is the process that defines the hardware and software architecture, components, modules, interfaces, and data for a computer system?

Select correct option:

Systems Design

Systems Requirement

Coding

Requirement

Question # 2 of 10 (Start time: 04:53:43 AM) Total Marks: 1

The Internet's technological success does not depend on its principal communication tools, the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

Select correct option:

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True

False

Question # 3 of 10 (Start time: 04:54:57 AM) Total Marks: 1

Which of the following is a private enterprise owned communication network that uses internet protocols.

Select correct option:

Wireless communication

Intranet

Internet

None of above

Question # 4 of 10 (Start time: 04:55:12 AM) Total Marks: 1

There are three approaches of system analysis & design

Select correct option:

True

False

Question # 5 of 10 (Start time: 04:55:48 AM) Total Marks: 1

Confidentiality of information system means

Select correct option:

data and information are protected against unauthorized modification

data & information are easily available to everyone

data and information are disclosed only to those who have a right to know it

information systems are available and usable when required

Question # 6 of 10 (Start time: 04:56:21 AM) Total Marks: 1

OECD issued guidelines for the security of information system in

Select correct option:

1981

1970

2001

1992

Question # 7 of 10 (Start time: 04:56:51 AM) Total Marks: 1

ERD shows a _____ relation between entities.

Select correct option:

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Secondary
Derived
Primary
Multi valued

Question # 8 of 10 (Start time: 04:57:07 AM) Total Marks: 1
Measuring technical assessment of a computing system is known as:
Select correct option:

security plan
security measures
security audit
security lapse

Question # 9 of 10 (Start time: 04:58:36 AM) Total Marks: 1
Risk identification is often confused with risk mitigation
Select correct option:

True
False

Question # 10 of 10 (Start time: 04:59:02 AM) Total Marks: 1
Object oriented design elaborates the hardware and software architecture to produce

Select correct option:

Functional specifications
Implementation specifications
Testing specifications
Modeling specifications

Question # 1 of 10 (Start time: 05:14:25 AM) Total Marks: 1
Information systems auditors can be different from security auditors
Select correct option:

True
False

Question # 2 of 10 (Start time: 05:15:09 AM) Total Marks: 1
The flowchart helps in locating and correcting errors.
Select correct option:

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True

False

Question # 3 of 10 (Start time: 05:16:23 AM) Total Marks: 1

A sniffer forges the return address of an e-mail so that the e-mail message appears to come from someone other than the sender.

Select correct option:

True

False

Question # 4 of 10 (Start time: 05:17:50 AM) Total Marks: 1

Entity represents sources of data received by the system or destinations of the data produced by the system.

Select correct option:

True

False

Question # 5 of 10 (Start time: 05:19:00 AM) Total Marks: 1

A category of objects _____ the same attributes, operations and relationships.

Select correct option:

Inherit

Share

Collaborate

Use

Question # 6 of 10 (Start time: 05:20:22 AM) Total Marks: 1

DFD's should not have black holes, gray holes & miracles.

Select correct option:

True

False

Question # 7 of 10 (Start time: 05:21:45 AM) Total Marks: 1

Risk identification and risk mitigation both are same thing.

Select correct option:

True

False

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Question # 8 of 10 (Start time: 05:22:02 AM) Total Marks: 1

A data flow diagram (DFD) is a mathematical representation of the "flow" of data through an information system.

Select correct option:

True

False

Question # 9 of 10 (Start time: 05:23:07 AM) Total Marks: 1

_____means information hiding.

Select correct option:

Inheritance

Encapsulation

Class

Polymorphism

Question # 10 of 10 (Start time: 05:23:07 AM) Total Marks: 1

Temporal CSFs in an organization, results from _____

Select correct option:

Economic changes

Internal needs and changes

Technological changes

Environmental changes

Question # 1 of 10 (Start time: 05:28:19 AM) Total Marks: 1

The first PC virus was a boot sector virus created in _____

Select correct option:

UK

USA

India

Pakistan

Question # 2 of 10 (Start time: 05:29:07 AM) Total Marks: 1

A security program is a series of ongoing regular periodic reviews conducted to ensure that assets associated with the information systems function are safeguarded adequately.

Select correct option:

True

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False

Question # 3 of 10 (Start time: 05:29:33 AM) Total Marks: 1

Object orientation helps in increasing abstraction and event-driven programming.

Select correct option:

True

False

Question # 4 of 10 (Start time: 05:30:15 AM) Total Marks: 1

There are three approaches of system analysis & design

Select correct option:

True

False

Question # 5 of 10 (Start time: 05:30:27 AM) Total Marks: 1

UPS stands for

Select correct option:

Un-interrupted power supplies

Un-eruptible power supplies

Uni-enterrupted power supplies

None of above options

Question # 6 of 10 (Start time: 05:30:39 AM) Total Marks: 1

A sniffer forges the return address of an e-mail so that the e-mail message appears to come from someone other than the sender.

Select correct option:

True

False

Question # 7 of 10 (Start time: 05:30:54 AM) Total Marks: 1

We have to secure our systems in such fashion that possibilities of having bugs are reduced

Select correct option:

True

False

Question # 8 of 10 (Start time: 05:32:20 AM) Total Marks: 1

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Sasser, Netsky, and Sobig are all classified as:
Select correct option:

- DoS viruses
- Worm viruses**
- Virus hoaxes
- Trojan horses

Question # 9 of 10 (Start time: 05:32:50 AM) Total Marks: 1
Trojan is an example of Virus
Select correct option:

- True**
- False

Question # 10 of 10 (Start time: 05:33:14 AM) Total Marks: 1
Risk identification and risk mitigation both are same thing.
Select correct option:

- True
- False**

Question # 1 of 10 (Start time: 05:38:27 AM) Total Marks: 1
In the context of information security, data cannot be modified without authorization is known as _____.
Select correct option:

- user's rights
- privileges
- integrity**
- privacy

Question # 2 of 10 (Start time: 05:39:18 AM) Total Marks: 1
An association among entities is called Relation.
Select correct option:

- True**
- False

Question # 3 of 10 (Start time: 05:39:40 AM) Total Marks: 1
Structured analysis & design have the following tools:
Select correct option:

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Flowcharting

Research & development
UML diagrams
None of the above

Question # 4 of 10 (Start time: 05:40:59 AM) Total Marks: 1

Confidentiality & availability have same meaning while considering the security of Information Systems

Select correct option:

False

True

Question # 5 of 10 (Start time: 05:42:20 AM) Total Marks: 1

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system

Select correct option:

True

False

Question # 6 of 10 (Start time: 05:43:20 AM) Total Marks: 1

_____ are the key people who will have to ensure that security is effective and smoothly operated

Select correct option:

IS security professionals

executive management
technology providers
users

Question # 7 of 10 (Start time: 05:44:28 AM) Total Marks: 1

The Internet's technological success does not depend on its principal communication tools, the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

Select correct option:

True

False

Question # 8 of 10 (Start time: 05:44:46 AM) Total Marks: 1

Which of the following is true about "Entity"?

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Select correct option:

Entity may be any person, place, or thing about which someone is interested to store data.

Entity may have attributes associated with it

Entities are normally mapped to Tables in relational database management systems.

All of above

Question # 9 of 10 (Start time: 05:46:15 AM) Total Marks: 1

A_____internet address creates a prime target for hackers.

Select correct option:

fixed

variable

subnet

changeable

Question # 10 of 10 (Start time: 05:46:33 AM) Total Marks: 1

Dropper is an example of Trojans

Select correct option:

True

False

Question # 1 of 10 (Start time: 06:08:44 AM) Total Marks: 1

An organization should consider that ranking or prioritization of information assets is essential

Select correct option:

True

False

Question # 2 of 10 (Start time: 06:10:11 AM) Total Marks: 1

Providing independent assurance to management regarding the appropriateness of the security objectives is the responsibility of_____.

Select correct option:

Information systems auditors

Data owners

Process owners

End users

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Question # 3 of 10 (Start time: 06:11:03 AM) Total Marks: 1

_____ is the most harmful type of virus

Select correct option:

- Boot sector virus
- Overwriting virus
- Dropper
- Trojan horse**

Question # 4 of 10 (Start time: 06:11:16 AM) Total Marks: 1

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

Select correct option:

- System Analysis**
- System Design
- Risk Management
- Risk Analysis

Question # 5 of 10 (Start time: 06:11:38 AM) Total Marks: 1

_____ is usually identified by the phrase "is a kind of."

Select correct option:

- Inheritance**
- Class
- Object
- Instance

Question # 6 of 10 (Start time: 06:11:58 AM) Total Marks: 1

Record of any work showing on the screen is the_____.

Select correct option:

- Output**
- Input
- Processing
- Sequence

Question # 7 of 10 (Start time: 06:13:18 AM) Total Marks: 1

Temporal CSFs in an organization, results from _____

Select correct option:

- Economic changes

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Technological changes

Internal needs and changes

Environmental changes

Question # 8 of 10 (Start time: 06:13:43 AM) Total Marks: 1

Both software objects and real time objects have _____

Select correct option:

Identity and behavior

Identity and state

Identity, state and behavior

State and behavior

Question # 9 of 10 (Start time: 06:15:04 AM) Total Marks: 1

Confidentiality of information system means

Select correct option:

data and information are protected against unauthorized modification

data & information are easily available to everyone

data and information are disclosed only to those who have a right to know it

information systems are available and usable when required

Question # 10 of 10 (Start time: 06:15:39 AM) Total Marks: 1

Each attribute has a value set or domain

Select correct option:

True

False

Question # 1 of 10 (Start time: 06:32:46 AM) Total Marks: 1

Which of the following is responsible for ensuring that appropriate security, consistent with the organization's security policy that is embedded in their information systems?

Select correct option:

Data Owners

Process Owners

Executive Management

Users

Question # 2 of 10 (Start time: 06:33:40 AM) Total Marks: 1

The purpose of data flow diagrams is to provide a----- between users and systems developers

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Select correct option:

Linking bridge

Empty space

Data Flows

Connection link

Question # 3 of 10 (Start time: 06:34:21 AM) Total Marks: 1

A _____ internet address creates a prime target for hackers.

Select correct option:

fixed

variable

subnet

changeable

Question # 4 of 10 (Start time: 06:34:29 AM) Total Marks: 1

When voltage that is received does not stay stable is referred as:

Select correct option:

power factor

power game

power dissipation

power fluctuation

Question # 5 of 10 (Start time: 06:35:50 AM) Total Marks: 1

Determining classification levels along with maintaining accuracy and integrity of the data in the information system is the responsibility of _____.

Select correct option:

System auditors

Data owners

Process owners

End users

Question # 6 of 10 (Start time: 06:36:14 AM) Total Marks: 1

Due to unauthorized changes in data, its _____ is lost.

Select correct option:

Sharing

Consistency

Integrity

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Redundancy

Question # 7 of 10 (Start time: 06:36:27 AM) Total Marks: 1

MIS uses duplication of components and data to cope with systems failures?

Select correct option:

True

False

Question # 8 of 10 (Start time: 06:37:11 AM) Total Marks: 1

Tricking people into revealing their password by pretending to be legitimate users or members of a company in need of information is called

Select correct option:

Social Engineering

Snooping

Spoofing

Spamming

Question # 9 of 10 (Start time: 06:37:33 AM) Total Marks: 1

Software that is developed through OOAD is easy to test due to the use of_____.

Select correct option:

Real time modeling

Usability features

Modular approach

Procedural approach

Question # 10 of 10 (Start time: 06:37:49 AM) Total Marks: 1

Which of the following is not same as key performance indicator or KPI.

Select correct option:

CSF

PIN

Both options a and b

None of them

Question # 1 of 10 (Start time: 06:44:36 AM) Total Marks: 1

Which of the following carry characteristics of specialization?

Select correct option:

Sub classes

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Sub Interfaces
Sub objects
super set

Question # 2 of 10 (Start time: 06:44:45 AM) Total Marks: 1
Operations are usually called via _____
Select correct option:

Methods
Functions
Signatures
Interfaces

Question # 3 of 10 (Start time: 06:45:56 AM) Total Marks: 1
Object oriented analysis focuses on the _____
Select correct option:

Implementation of objects
States of objects
Identity of objects
Collaboration of objects

Question # 4 of 10 (Start time: 06:46:10 AM) Total Marks: 1
Data processing capability of distributed environment is
Select correct option:

Limited
Centralized
Flexible
Integrated

Question # 5 of 10 (Start time: 06:46:34 AM) Total Marks: 1
In information security, integrity means that data cannot be modified undetectably
Select correct option:

True
False

Question # 6 of 10 (Start time: 06:48:00 AM) Total Marks: 1
Which of the following is not recommended solution for computing environment?
Select correct option:

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Centralized
Stand Alone
Distributed
Web based

Question # 7 of 10 (Start time: 06:48:19 AM) Total Marks: 1

A data flow diagram (DFD) is a mathematical representation of the "flow" of data through an information system.

Select correct option:

True
False

Question # 8 of 10 (Start time: 06:48:39 AM) Total Marks: 1

Software that is developed through OOAD is easy to test due to the use of_____.

Select correct option:

Real time modeling
Usability features
Modular approach
Procedural approach

Question # 9 of 10 (Start time: 06:48:53 AM) Total Marks: 1

_____is usually identified by the phrase "is a kind of."

Select correct option:

Inheritance
Class
Object
Instance

Question # 10 of 10 (Start time: 06:49:03 AM) Total Marks: 1

The main source of bugs in computer programs is the complexity of decision-making code.

Select correct option:

True
False

The information from the system not used for control purpose called-----

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Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

Question # 4 of 10 (Start time: 02:40:05 AM) Total Marks: 1

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

True

False

Information system must fulfil the needs of the -----

Select correct option:

Customers

Business

Employee

Organization

Question # 6 of 10 (Start time: 02:42:09 AM) Total Marks: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

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Select correct option:

True

False

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient

Expert

Knowledgeable

Open-loop

Question # 9 of 10 (Start time: 02:44:41 AM) Total Marks: 1

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Medium size organizations usually have simple management structure than those of small organizations;

Select correct option:

True

False

Question # 1 of 10 (Start time: 05:08:53 AM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

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True

False

Question # 2 of 10 (Start time: 05:10:21 AM) Total Marks: 1

Level of _____ refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization

compression

attenuation

Question # 3 of 10 (Start time: 05:11:13 AM) Total Marks: 1

The information from the system not used for control purpose called-----

Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

Question # 4 of 10 (Start time: 05:11:57 AM) Total Marks: 1

The information can also be ranked in accordance with the qualities it has.

Select correct option:

True

False

Question # 5 of 10 (Start time: 05:12:44 AM) Total Marks: 1

Which of the following organization refers to an organizational structure with few or no levels of intervening management between staff and managers ?

Select correct option:

Hierarchical organization

Flat Organization

Pyramid Organization

All of above options

Question # 6 of 10 (Start time: 05:13:16 AM) Total Marks: 1

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin

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Select correct option:

True

False

Question # 7 of 10 (Start time: 05:14:46 AM) Total Marks: 1

Continue change in work force is harmful for an organization

Select correct option:

True

False

Question # 8 of 10 (Start time: 05:15:28 AM) Total Marks: 1

_____ summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

OLAP

GDSS

Question # 9 of 10 (Start time: 05:16:03 AM) Total Marks: 1

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Question # 10 of 10 (Start time: 05:17:32 AM) Total Marks: 1

We find the value of the inputs necessary to achieve a desired level of output in

_____ analysis

Select correct option:

What-If

Goal Seek

Lexical

Business

Question # 1 of 10 (Start time: 05:20:54 AM) Total Marks: 1

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Select correct option:

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(SAFTA)

(SAARC)

(WTO)

None of above.

Question # 2 of 10 (Start time: 05:21:30 AM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 3 of 10 (Start time: 05:22:19 AM) Total Marks: 1

We find the value of the inputs necessary to achieve a desired level of output in _____analysis

Select correct option:

What-If

Goal Seek

Lexical

Business

Question # 4 of 10 (Start time: 05:22:52 AM) Total Marks: 1

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Question # 5 of 10 (Start time: 05:23:18 AM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 6 of 10 (Start time: 05:23:49 AM) Total Marks: 1

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A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 7 of 10 (Start time: 05:24:53 AM) Total Marks: 1

_____communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Question # 8 of 10 (Start time: 05:26:03 AM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c

Question # 9 of 10 (Start time: 05:26:29 AM) Total Marks: 1

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

Question # 10 of 10 (Start time: 05:27:00 AM) Total Marks: 1

Data mining is also known as _____ in databases

Select correct option:

knowledge management

knowledge processing

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knowledge discovery

knowledge transfer

Question # 1 of 10 (Start time: 05:29:28 AM) Total Marks: 1

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in_____form

Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

Question # 2 of 10 (Start time: 05:30:44 AM) Total Marks: 1

_____helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

Question # 3 of 10 (Start time: 05:31:41 AM) Total Marks: 1

Closed system is dependent on the internal resources and data.

Select correct option:

True

False

Question # 4 of 10 (Start time: 05:33:05 AM) Total Marks: 1

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

Competitive market

None of these options

Question # 5 of 10 (Start time: 05:34:00 AM) Total Marks: 1

Procedures are organized in a physical manner to form systems.

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Select correct option:

True

False

Question # 6 of 10 (Start time: 05:34:49 AM) Total Marks: 1

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

Question # 7 of 10 (Start time: 05:35:41 AM) Total Marks: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Select correct option:

True

False

Question # 8 of 10 (Start time: 05:36:29 AM) Total Marks: 1

An _____representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

Question # 9 of 10 (Start time: 05:37:08 AM) Total Marks: 1

The reports generated by the -----are used for analytical decision making by the management.

Select correct option:

MIS

DSS

EIS

TIP

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Question # 10 of 10 (Start time: 05:37:45 AM) Total Marks: 1

The information from the system not used for control purpose called-----

Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

Question # 1 of 10 (Start time: 05:40:45 AM) Total Marks: 1

_____helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

Question # 2 of 10 (Start time: 05:41:05 AM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c

Question # 3 of 10 (Start time: 05:41:13 AM) Total Marks: 1

_____is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

Question # 4 of 10 (Start time: 05:42:15 AM) Total Marks: 1

Which of the following organization refers to an organizational structure with few or no levels of intervening management between staff and managers ?

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Select correct option:

Hierarchical organization

Flat Organization

Pyramid Organization

All of above options

Question # 5 of 10 (Start time: 05:42:33 AM) Total Marks: 1

Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization

Select correct option:

Organizational culture

Organizational Structure

Management Style

Decision Making Style

Question # 6 of 10 (Start time: 05:43:13 AM) Total Marks: 1

Medium size organizations usually have simple management structure than those of small organizations;

Select correct option:

True

False

Question # 7 of 10 (Start time: 05:43:53 AM) Total Marks: 1

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in_____form

Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

Question # 8 of 10 (Start time: 05:44:11 AM) Total Marks: 1

_____system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient

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Expert

Knowledgeable

Open-loop

Question # 9 of 10 (Start time: 05:44:52 AM) Total Marks: 1

_____communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Question # 10 of 10 (Start time: 05:45:33 AM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 1 of 10 (Start time: 05:47:55 AM) Total Marks: 1

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Select correct option:

Information System

System

Organization

None of above options

Question # 2 of 10 (Start time: 05:48:35 AM) Total Marks: 1

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Select correct option:

Trial and error

Heuristics

Critical decision making

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Data mining

Question # 3 of 10 (Start time: 05:49:03 AM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 4 of 10 (Start time: 05:49:15 AM) Total Marks: 1

The combination of many _____ databases across an entire enterprise is known as data warehouse.

Select correct option:

Similar

Different

Related

Interrelated

Question # 5 of 10 (Start time: 05:50:23 AM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Question # 6 of 10 (Start time: 05:51:35 AM) Total Marks: 1

Closed System depends on _____ and data.

Select correct option:

Internal resources

External resources

Procedures

Technical resources

Question # 7 of 10 (Start time: 05:52:21 AM) Total Marks: 1

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

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Select correct option:

- Super market
- Online Market
- Competitive market**
- None of these options

Question # 8 of 10 (Start time: 05:52:40 AM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

- Islamic**
- Christian
- Hindu
- Social

Question # 9 of 10 (Start time: 05:54:03 AM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

- Management System
- Infrastructure**
- Decision Support System
- Transaction processing system

Question # 10 of 10 (Start time: 05:54:24 AM) Total Marks: 1

Information system must fulfil the needs of the -----

Select correct option:

- Customers
- Business**
- Employee
- Organization

Question # 1 of 10 (Start time: 06:02:57 AM) Total Marks: 1

Factors of----- are basic elements of reducing manufacturing cost

Select correct option:

- Production**
- Quality

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Brand
Cost

Question # 2 of 10 (Start time: 06:03:21 AM) Total Marks: 1

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

True

False

Question # 3 of 10 (Start time: 06:03:35 AM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 4 of 10 (Start time: 06:03:50 AM) Total Marks: 1

_____ summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

OLAP

GDSS

Question # 5 of 10 (Start time: 06:04:05 AM) Total Marks: 1

Medium size organizations usually have simple management structure than those of small organizations;

Select correct option:

True

False

Question # 6 of 10 (Start time: 06:04:13 AM) Total Marks: 1

An organization is defined by the elements that are part of it, its communication and its rules of action compared to outside events.

Select correct option:

True

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False

Question # 7 of 10 (Start time: 06:05:29 AM) Total Marks: 1
Procedures are organized in a physical manner to form systems.
Select correct option:

True
False

Question # 8 of 10 (Start time: 06:05:43 AM) Total Marks: 1
Closed system is dependent on the internal resources and data.
Select correct option:

True
False

Question # 9 of 10 (Start time: 06:05:57 AM) Total Marks: 1
The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called _____
Select correct option:

Knowledge base
Development engine
Knowledge management
Inference engine

Question # 10 of 10 (Start time: 06:06:38 AM) Total Marks: 1
_____system simulates the judgment and behavior of a human or an organization.
Select correct option:

Proficient
Expert
Knowledgeable
Open-loop

Question # 1 of 10 (Start time: 06:08:38 AM) Total Marks: 1
Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin
Select correct option:

True

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False

Question # 2 of 10 (Start time: 06:08:53 AM) Total Marks: 1
Small organizations usually have complex management structure
Select correct option:

True
False

Question # 3 of 10 (Start time: 06:09:30 AM) Total Marks: 1
Quality maintenance is an issue which requires structured reporting.
Select correct option:

True
False

Question # 4 of 10 (Start time: 06:10:01 AM) Total Marks: 1
Every decision we take in daily life requires some sort of information about the alternatives available.
Select correct option:

True
False

Question # 5 of 10 (Start time: 06:10:43 AM) Total Marks: 1
Participative management style approach is a combination of both authoritative and mixed style
Select correct option:

True
False

Question # 6 of 10 (Start time: 06:10:49 AM) Total Marks: 1
Medium size organizations usually have simple management structure than those of small organizations;
Select correct option:

True
False

Question # 7 of 10 (Start time: 06:10:56 AM) Total Marks: 1

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Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization

Select correct option:

Organizational culture

Organizational Structure

Management Style

Decision Making Style

Question # 8 of 10 (Start time: 06:11:09 AM) Total Marks: 1

We can get help in non-routine decision making through _____

Select correct option:

KSS

TPS

MIS

DSS

Question # 9 of 10 (Start time: 06:12:14 AM) Total Marks: 1

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Select correct option:

Exploration

Deployment

Model building

Stationing

Question # 10 of 10 (Start time: 06:12:36 AM) Total Marks: 1

_____ communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Question # 1 of 10 (Start time: 06:16:03 AM) Total Marks: 1

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

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Select correct option:

- Information System
- System**
- Organization
- None of above options

Question # 2 of 10 (Start time: 06:16:18 AM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in_____analysis.

Select correct option:

- What-If**
- Goal Seek
- Lexical
- Business

Question # 3 of 10 (Start time: 06:17:00 AM) Total Marks: 1

Closed System depends on_____and data.

Select correct option:

- Internal resources**
- External resources
- Procedures
- Technical resources

Question # 4 of 10 (Start time: 06:17:06 AM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

- True**
- False

Question # 5 of 10 (Start time: 06:17:20 AM) Total Marks: 1

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in_____form

Select correct option:

- Tacit, structured**
- Explicit, Unstructured
- Structured, Unstructured

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Structured, Tacit

Question # 6 of 10 (Start time: 06:17:26 AM) Total Marks: 1

_____engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

Question # 7 of 10 (Start time: 06:17:40 AM) Total Marks: 1

_____are created for just one department.

Select correct option:

Data marts

Narrative data models

Data driven DSS

Graphical data models

Question # 8 of 10 (Start time: 06:18:12 AM) Total Marks: 1

An_____representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

Question # 9 of 10 (Start time: 06:18:26 AM) Total Marks: 1

Continue change in work force is harmful for an organization

Select correct option:

True

False

Question # 10 of 10 (Start time: 06:18:41 AM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

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Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Question # 1 of 10 (Start time: 06:20:46 AM) Total Marks: 1

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination

Select correct option:

True

False

Question # 2 of 10 (Start time: 06:21:16 AM) Total Marks: 1

CBIS helps in updating every change being triggered in less time and with more effort.

Select correct option:

True

False

Question # 3 of 10 (Start time: 06:22:36 AM) Total Marks: 1

“Treat each customer uniquely” is the motto of the entire_____process.

Select correct option:

CRM

Product development

Marketing

Promotion

Question # 4 of 10 (Start time: 06:23:04 AM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 5 of 10 (Start time: 06:23:22 AM) Total Marks: 1

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Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Question # 6 of 10 (Start time: 06:23:36 AM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS

MIS

TPS

Question # 7 of 10 (Start time: 06:24:34 AM) Total Marks: 1

_____ engine is the database management system (DBMS) of the expert system.

Select correct option:

Database

Development

Query

Inference

Question # 8 of 10 (Start time: 06:24:41 AM) Total Marks: 1

_____ models are three dimensional representation of an entity or object.

Select correct option:

Narrative

Physical

Mathematical

Graphical

Question # 9 of 10 (Start time: 06:25:31 AM) Total Marks: 1

The ----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Select correct option:

(SAFTA)

(SAARC)

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(WTO)

None of above.

Question # 10 of 10 (Start time: 06:25:47 AM) Total Marks: 1

Procedures are organized in a physical manner to form systems.

Select correct option:

True

False

Question # 1 of 10 (Start time: 06:30:57 AM) Total Marks: 1

Factors of----- are basic elements of reducing manufacturing cost

Select correct option:

Production

Quality

Brand

Cost

Question # 2 of 10 (Start time: 06:31:12 AM) Total Marks: 1

_____communication refers to the Information flow from firm to external environment.

Select correct option:

Horizontal

Marketing

Suppliers

Vertical

Question # 3 of 10 (Start time: 06:31:39 AM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 4 of 10 (Start time: 06:32:31 AM) Total Marks: 1

Organization is a group of elements that are integrated with the common purpose of achieving an object.

Select correct option:

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True

False

Question # 5 of 10 (Start time: 06:33:15 AM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Question # 6 of 10 (Start time: 06:33:51 AM) Total Marks: 1

“Treat each customer uniquely” is the motto of the entire _____ process.

Select correct option:

CRM

Product development

Marketing

Promotion

Question # 7 of 10 (Start time: 06:33:58 AM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 8 of 10 (Start time: 06:34:16 AM) Total Marks: 1

Small organizations usually have complex management structure

Select correct option:

True

False

Question # 9 of 10 (Start time: 06:34:23 AM) Total Marks: 1

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called _____

Select correct option:

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Knowledge base
Development engine
Knowledge management
Inference engine

Question # 10 of 10 (Start time: 06:34:37 AM) Total Marks: 1

Data mining is also known as _____ in databases

Select correct option:

knowledge management
knowledge processing
knowledge discovery
knowledge transfer

Question # 1 of 10 (Start time: 06:36:46 AM) Total Marks: 1

Instead of Information, data is more important in day to day decision making

Select correct option:

True
False

Question # 2 of 10 (Start time: 06:37:29 AM) Total Marks: 1

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

Select correct option:

DSS, MIS
OLAP, KSS
KSS, DSS
GDSS, DSS

Question # 3 of 10 (Start time: 06:38:02 AM) Total Marks: 1

_____ engine is the database management system (DBMS) of the expert system.

Select correct option:

Database
Development
Query
Inference

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Question # 4 of 10 (Start time: 06:38:08 AM) Total Marks: 1

Information regarding monitoring and controlling the business is provided by

Select correct option:

DSS

TPS

MIS

KSS

Question # 5 of 10 (Start time: 06:38:56 AM) Total Marks: 1

Continue change in work force is harmful for an organization

Select correct option:

True

False

Question # 6 of 10 (Start time: 06:39:02 AM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

True

False

Question # 7 of 10 (Start time: 06:39:27 AM) Total Marks: 1

The information from the system not used for control purpose called-----

Select correct option:

Open loop system

Closed loop system

Open end System

Open and close system

Question # 8 of 10 (Start time: 06:39:43 AM) Total Marks: 1

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Question # 9 of 10 (Start time: 06:39:58 AM) Total Marks: 1

Small organizations usually have complex management structure

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Select correct option:

True

False

Question # 10 of 10 (Start time: 06:40:04 AM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Question # 1 of 10 (Start time: 06:42:23 AM) Total Marks: 1

Organization is a group of elements that are integrated with the common purpose of achieving an object.

Select correct option:

True

False

Question # 2 of 10 (Start time: 06:42:36 AM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c

Question # 3 of 10 (Start time: 06:42:42 AM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

True

False

Question # 4 of 10 (Start time: 06:42:56 AM) Total Marks: 1

_____includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Select correct option:

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Exploration

Deployment

Model building

Stationing

Question # 5 of 10 (Start time: 06:43:09 AM) Total Marks: 1

_____system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient

Expert

Knowledgeable

Open-loop

Question # 6 of 10 (Start time: 06:43:16 AM) Total Marks: 1

Level of_____refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization

compression

attenuation

Question # 7 of 10 (Start time: 06:43:30 AM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 8 of 10 (Start time: 06:43:36 AM) Total Marks: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Question # 9 of 10 (Start time: 06:43:50 AM) Total Marks: 1

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In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small Size

none of these options

Question # 10 of 10 (Start time: 06:44:28 AM) Total Marks: 1

Instead of Information, data is more important in day to day decision making

Select correct option:

True

False

Question # 1 of 10 (Start time: 06:46:18 AM) Total Marks: 1

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

Business Cost

Business Processes

Question # 2 of 10 (Start time: 06:46:31 AM) Total Marks: 1

Information should be tailored in accordance with the organization's culture and structure.

Select correct option:

True

False

Question # 3 of 10 (Start time: 06:46:49 AM) Total Marks: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Question # 4 of 10 (Start time: 06:46:55 AM) Total Marks: 1

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In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small Size

none of these options

Question # 5 of 10 (Start time: 06:47:02 AM) Total Marks: 1

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called _____

Select correct option:

Knowledge base

Development engine

Knowledge management

Inference engine

Question # 6 of 10 (Start time: 06:47:16 AM) Total Marks: 1

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Select correct option:

Exploration

Deployment

Model building

Stationing

Question # 7 of 10 (Start time: 06:47:23 AM) Total Marks: 1

(CBIS) stands for _____

Select correct option:

Concurrency based information system

Coordination based information System

Control basic information system

Computer Based Information System

Question # 8 of 10 (Start time: 06:47:59 AM) Total Marks: 1

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

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Select correct option:

True

False

Question # 9 of 10 (Start time: 06:48:53 AM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 10 of 10 (Start time: 06:49:17 AM) Total Marks: 1

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Question # 1 of 10 (Start time: 06:51:16 AM) Total Marks: 1

_____system simulates the judgment and behavior of a human or an organization.

Select correct option:

Proficient

Expert

Knowledgeable

Open-loop

Question # 2 of 10 (Start time: 06:51:22 AM) Total Marks: 1

The combination of many_____databases across an entire enterprise is known as data warehouse.

Select correct option:

Similar

Different

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Related
Interrelated

Question # 3 of 10 (Start time: 06:51:46 AM) Total Marks: 1
CBIS helps in updating every change being triggered in less time and with more effort.
Select correct option:

True
False

Question # 4 of 10 (Start time: 06:52:02 AM) Total Marks: 1
Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?
Select correct option:

WTO
Company Ordinance
Business Environment
Company Structure

Question # 5 of 10 (Start time: 06:52:17 AM) Total Marks: 1
Instead of Information, data is more important in day to day decision making
Select correct option:

True
False

Question # 6 of 10 (Start time: 06:52:22 AM) Total Marks: 1
CRM software requires highly integrated environment for high_____, which is rarely available.
Select correct option:

Sale
Productivity
Promotion
Customer satisfaction

Question # 7 of 10 (Start time: 06:53:00 AM) Total Marks: 1
_____communication refers to the Information flow from firm to external environment.
Select correct option:

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Horizontal

Marketing

Suppliers

Vertical

Question # 8 of 10 (Start time: 06:53:07 AM) Total Marks: 1

Sources of information are generally categorized as -----

Select correct option:

Primary

Secondary

Tertiary

option a, b and c

Question # 9 of 10 (Start time: 06:53:13 AM) Total Marks: 1

Information system must fulfil the needs of the -----

Select correct option:

Customers

Business

Employee

Organization

Question # 10 of 10 (Start time: 06:53:27 AM) Total Marks: 1

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Select correct option:

Trial and error

Heuristics

Critical decision making

Data mining

Question # 1 of 10 (Start time: 06:55:16 AM) Total Marks: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Select correct option:

True

False

Question # 2 of 10 (Start time: 06:55:30 AM) Total Marks: 1

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Which of the following organization refers to an organizational structure with few or no levels of intervening management between staff and managers ?

Select correct option:

Hierarchical organization

Flat Organization

Pyramid Organization

All of above options

Question # 3 of 10 (Start time: 06:55:44 AM) Total Marks: 1

The combination of many _____ databases across an entire enterprise is known as data warehouse.

Select correct option:

Similar

Different

Related

Interrelated

Question # 4 of 10 (Start time: 06:55:50 AM) Total Marks: 1

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination

Select correct option:

True

False

Question # 5 of 10 (Start time: 06:56:04 AM) Total Marks: 1

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues

Select correct option:

True

False

Question # 6 of 10 (Start time: 06:56:09 AM) Total Marks: 1

Information system must fulfil the needs of the -----

Select correct option:

Customers

Business

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Employee
Organization

Question # 7 of 10 (Start time: 06:56:15 AM) Total Marks: 1

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

Select correct option:

True

False

Question # 8 of 10 (Start time: 06:57:03 AM) Total Marks: 1

The reports generated by the -----are used for analytical decision making by the management.

Select correct option:

MIS

DSS

EIS

TIP

Question # 9 of 10 (Start time: 06:57:33 AM) Total Marks: 1

_____is known as the father of warehouse

Select correct option:

Stephen hawking

Bill gates

Bill Inmon

Edgar Codd

Question # 10 of 10 (Start time: 06:58:30 AM) Total Marks: 1

Level of _____refers to the perfection in solution the model will achieve

Select correct option:

depletion

optimization

compression

attenuation

Question # 2 of 10 (Start time: 07:03:11 AM) Total Marks: 1

_____is the set of interconnected structural elements that provide the framework.

Select correct option:

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Infrastructure

System
Organization
Internet

Question # 5 of 10 (Start time: 07:04:20 AM) Total Marks: 1
Organizations can be distinguished on the basis of following criteria /criterias
Select correct option:

Organizational structure
Culture of the Organizations
Management Style and Decision Making Style
option a , b and c

Question # 7 of 10 (Start time: 07:05:12 AM) Total Marks: 1
It is to be noted that IS and MIS are same.
Select correct option:

True
False

Question # 4 of 10 (Start time: 07:15:03 AM) Total Marks: 1
_____models represent its entities with an abstraction of lines, symbols or shapes.
Select correct option:

Narrative
Physical
Mathematical
Graphical

Question # 6 of 10 (Start time: 07:31:37 AM) Total Marks: 1
A system is a group of -----that are integrated with the common purpose of achieving an objective.
Select correct option:

Information
Data Sets
Elements
Data and information

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Question # 9 of 10 (Start time: 07:34:55 AM) Total Marks: 1

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Tertiary Sources

option a and b both

Discovering_____and_____contained within the business activity & history and predict future behavior is the purpose of data mining.

Select correct option:

structures, possibilities

structures, patterns

relationships, possibilities

patterns, relationships

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20 MIDTERM PAPERS WITH SUBJECTIVE AND 20 + PAPERS SUBJECTIVE PORTION SOLVED BY DUA WAQAR

MIDTERM EXAMINATION

Spring 2009

Cs-507 information system (session-2)

Paper#1

Question No: 1 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of data about the alternatives available.

True

False

Every decision we take in daily life requires some sort of information about the alternatives available.

Page#01

Question No: 2 (Marks: 1) - Please choose one

Information system must fulfill the needs of which of the following:

Customers

Business

Employee

To fulfill a need: Information system must fulfill the needs of the business. An organization needs information of its customers, product, market trend, employee information, payroll, manufacturing cost etc. Page#16

Question No: 3 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

True

False

Every system comprises of basic components which in coordination formulate a system. Page#23

Question No: 4 (Marks: 1) - Please choose one

----- Level is formulation of new sales products, and identifying new sales opportunities.

Operational

Managerial

Strategic

Strategic Level: Page#42

1. Formulation of new sales products and identifying new sales opportunities.

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Question No: 5 (Marks: 1) - Please choose one

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Automation has not enhanced the availability of information.

True

False

Automation has enhanced the availability of information. Page#47

Question No: 6 (Marks: 1) - Please choose one

Accounting information system (AIS) is linked to all the information systems in an organization.

True

False

Accounting information system (AIS) is linked to all the information systems in an organization. Page# 53

Question No: 7 (Marks: 1) - Please choose one

Cost benefit analysis is a must in choosing an alternative in a decision making model.

True

False

Cost benefit analysis is a must in choosing an alternative in a decision making model. Page#62

Question No: 8 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured

Semi Structured

Unstructured

Unstructured decisions are those in which the decision maker must provide judgment, evaluation, and insights into the problem definition. Structure decisions, by contrast, are repetitive and routine and involve a definite procedure for handling them so that they do not have to be treated each time as if they were new. Some decisions are semi structured; in such cases, only part of the problem has a clear-cut answer provided by an accepted procedure. http://e-learning.mfu.ac.th/mflu/1203371/chapter3_3.htm

Question No: 9 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of fmg?

Prototyping

Iterative

Incremental Page#79

RAID

Incremental Model: The incremental model is a method of software/ Information System development where the model is designed, implemented and tested

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incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 10 (Marks: 1) - Please choose one

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model Page#79

WaterFall Model

Iterative Model

RAID

Question No: 11 (Marks: 1) - Please choose one

There are five phases of the decision making process

True Page#58

False

Decision-making process

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- *Implementation – implementing the selected course of action*
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 12 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence

Design

Choice

Implementation Page#58

Question No: 13 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

Small Organization Page#7

Medium organization

Large Organization

Examples of Information requirements of Small Organizations

- **Day to day transactions**
- **Daily Sale**
- **Cash management**

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• Receivables and Payables

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Question No: 14 (Marks: 1) - Please choose one

Board of Directors are elected from _____

Employees

Customers

Share holders

Question No: 15 (Marks: 1) - Please choose one

Devaluation of currency is called _____

Interest rate

Inflation

Markup

Question No: 16 (Marks: 1) - Please choose one

What-if analysis technique is used by _____

Model Driven DSS **Page#34**

Data Driven DSS

Data Mining

Model driven DSS uses following techniques

- **What-If analysis**

Attempt to check the impact of a change in the assumptions (input data) on the proposed solution

Question No: 17

Identify harms of Iterative System development model.

Harms

The Iterative Model can lead to "scope creep," since user feedback following each phase may lead to increased customer demands. As users see the system develop, they may realize the potential of other system capabilities which would enhance their work.

Question No: 18 (Marks: 1)

Define CRM?

Customer Relationship Management:

CRM is a business strategy that goes beyond increasing transaction volume.

Its objectives are to increase profitability, revenue, and customer satisfaction.

To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.

Thus, CRM is primarily a strategic business and process issue rather than a technical issue.

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Question No: 19 (Marks: 2)

Write any example for Iterative and Incremental model. One example for each

Incremental vs. Iterative

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These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 20 (Marks: 3)

Discuss characteristics of Flat organization.

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels
- Eliminates middle level managers
- Decentralizes authority to low level managers

Question No: 21 (Marks: 5)

DSS are used to make Semi structured decisions. What does DSS use as support to make Semi Structured Decisions?

Semi-structured Decisions

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment.

A gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Question No: 22 (Marks: 10)

Define Ethics and discuss ethics w.r.t organizational factors

Corporate or business ethics have attained vital importance in today's world. The issue not only addresses matters such as how those charged with governance and managing businesses take decisions but importantly the employee conduct and behavior the corporations responsibility in terms of its image, product, branding, trade, business practices and compliance with not only national and regional but also international laws. The huge number of financial and corporate scandals has moved the regulators to take suitable action. In Pakistan all listed companies particularly are required to follow the code of corporate governance.

Paper#2 _____

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ation Systems (Session - 3)

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Question No: 1 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

WTO

Company Ordinance

Business Environment Page#14

Company Structure

Business Environment is defined as "all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization"

Question No: 2 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

Open loop system Page#20

Closed loop system

Open end System

The determinant factor is in an open loop system is that the information from the system not used for control purpose.

Question No: 3 (Marks: 1) - Please choose one

The environment exerts influence on the system and the system also influences the environment.

Open system Page#21

Closed system

Closed end System

Open Systems: The environment exerts influence on the system and the system also influences the environment.

Question No: 4 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

True Page#36

False

Data mining is also known as Knowledge-Discovery in Databases (KDD)

Question No: 5 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to----- right amount of product.

Produce Page#53

Sale

Purchase

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Production subsystem needs to be linked with the marketing system so as to produce right amount of product.

Question No: 6 (Marks: 1) - Please choose one

MIS and DSS can be seen as having a systematic approach towards problem solution.

True Page#62

False

MIS and DSS can be seen as having a systematic approach towards problem solution.

Question No: 7 (Marks: 1) - Please choose one

----- is also known as information systems development or application development

PDLC

SDLC Page#65

DBLC

LCD

SDLC is also known as information systems development or application development.

Question No: 8 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non technical system users, and System designers and developers?

System Analysts Page#87

Software Engineers

System Designers

Chief Executives

Question No: 9 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping

Iterative

Incremental Page#79

RAID

Question No: 10 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True Page#69

False

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Question No: 11 (Marks: 1) - Please choose one

Which of the following is one of the “Types of Problem”?

Structured

Unstructured

Semi-Structured

ALL of the given options Page#56

Question No: 12 (Marks: 1) - Please choose one

_____ are run under direct supervision of family members.

Small Organization

Medium organization Page#07

Large Organization

Medium sized organizations are run under direct supervision of the family Members which rarely extends to segregation of duties and delegation of authority.

Question No: 13 (Marks: 1) - Please choose one

The comparison of the actual with the expected is done with the help of _____

Input element

Processing

Control mechanism Page#23

Every system is expected to generate some sort of standardized output. Hence actual output needs to be compared with what it is supposed to generate. This comparison of actual with expected output is done with the help of control mechanism.

Question No: 14 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

Support system

Decision support system

Transaction control system Page#30

Transaction Processing System is used to record transactions of routine and repetitive nature.

Question No: 15 (Marks: 1) - Please choose one

_____ is an integrated man-machine system for providing information to support operation and management.

Office automation system

Decision support system Page#43

Word processing

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Question No: 16 (Marks: 1) - Please choose one

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The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True Page#82

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Question No: 17 (Marks: 1)

Define TQM?

TQM is a set of management and control activities which focus on quality assurance.

Question No: 18 (Marks: 1) What is a system?

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 19 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems

Strategic level

1. Investment goals
2. long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Question No: 20 (Marks: 3)

Differentiate between Manual and Computer based Information system

In manual environment, the concept of transformation was difficult to apply, since input of data into records was by itself the output which also included simple computations. Concept of control mechanism grew stronger as computerized information systems emerged.

CBIS is an Information System that uses computer & telecommunications technology to perform its intended tasks. In CBIS, Information technology (IT) becomes a subset of the Information system.

Question No: 21 (Marks: 5)

Discuss briefly what you understand by corporate social responsibility (CSR)

Corporate social responsibility (CSR) is an expression used to describe what some see as a company's obligation to be sensitive to the needs of not only all of the stakeholders in its business operations but more importantly the community at large. It has been defined

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as:

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“The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as the local community and society as large”

Corporate social responsibility incorporates the principle of sustainable development along with

“Triple bottom line reporting” reflecting not only financial results but also social and environmental impact of the business

Question No: 22 (Marks: 10)

What do you understand by Tertiary sources? Give at least two definitions.

Explain it with examples.

This is the most problematic category of all.

Some Definitions of Tertiary Sources:

1. Works which list primary and secondary resources in a specific subject area
2. Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form.
3. Sources which are once removed in time from secondary sources

Some examples of tertiary sources:

1. Almanacs and fact bos
2. Bibliographies (may also be secondary)
3. Chronologies
4. Dictionaries and encyclopedias (may also be secondary)
5. Directories
6. Guidebos, manuals etc
7. Handbos and data compilations (may also be secondary)
8. Indexing and abstracting tools used to locate primary & secondary sources (may also be secondary)
9. Textbos (may also be secondary)

Paper#3 _____

MIDTERM EXAMINATION 2009

CS507- Information Systems

Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Procedures are organized in a ----- manner to form systems

Logical _____
Page#18

Physical

Hybrid

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Procedures are organized in a logical manner to form systems, the value of information as an output of a system enhances.

Question No: 2 (Marks: 1) - Please choose one

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Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True Page#21

False

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information Page#29

Decision

Management

Question No: 4 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

Skill Set Page#30

Data Set

Tool Set

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools.

Question No: 5 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called ----- --.

DDS

MIS Page#33

IS

Question No: 6 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured

Unstructured

Semi-Structured

http://wps.prenhall.com/bp_laudon_mis_10/62/15947/4082513.cw/content/index.htm

1 Question#02

&

<http://bos.google.com/bos?>

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id=HWb_U0BTasAC&pg=PA182&dq=decision+is+one+for+which+there+may+be+several+%22right%22+answers+and+there+is+no+precise+way+to+get+a+right+answer&hl=en&ei=adNvTYyzDctrQewqcHsDg&sa=X&oi=bo_result&ct=result&resnum=1&ved=0CCcQ6AEw

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[AA#v=onepage&q=decision%20is%20one%20for%20which%20there%20may%20be%20several%20%22right%22%20answers%20and%20there%20is%20no%20precise%20way%20to%20get%20a%20right%20answer&f=false](#)

Question No: 7 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

► Authoritative

► Mixed

► **Democratic** Page#12

In a Democratic style, the manager allows the employees to take part in decision-making: therefore everything is agreed by the majority.

:

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC Page#65

System Design

System Analysis

Audit Trials

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

Question No: 9 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True Page#44

False

Question No: 10 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP

MRP Page#50

CRP

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.

Question No: 11 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

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True

False

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Question No: 12 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

True

False

Question No: 13 (Marks: 1) - Please choose one

In _____ decisions, problem is recurring and repetitive

Unstructured

Structured Page#57

Semi structured

Structured decisions:

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action.

Question No: 14 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

Input element Page#20

Control Mechanism

Output System

• *Input elements: Raw Data input to the computer system*

Question No: 15 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True Page#86

False

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True Page#86

False

Question No: 17 (Marks: 1)

What is information System?

“Interrelated components working together to collect, process, and store and disseminate information to Support decision making, coordination control, analysis and visualization

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in an organization.”

Question No: 18 (Marks: 1)

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Enlist the categories of the Support system.

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Decision Support Systems was defined by Bill Inman, father of data warehouse, as “A system used to support managerial decisions. Usually DSS involves the analysis of many units of data in a heuristic fashion. As a rule, DSS processing does not involve the update of data”

Question No: 19 (Marks: 2)

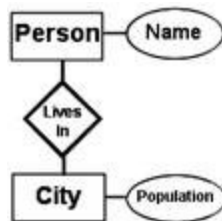
What is an Office Automation System?

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization

Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

An entity-relationship (ER) diagram is a specialized graphic that illustrates the interrelationships between entities in a database. ER diagrams often use symbols to represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.



Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

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Question No: 21 (Marks: 5) Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

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Solved by Askari Team

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Decision-making process

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Paper#4

MIDTERM EXAMINATION Spring 2009 CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

Primary

Tertiary

All of above

Secondary

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

True

False

Question No: 3 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

True

False

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Question No: 4 (Marks: 1) - Please choose one

The organization refers to an organizational structure with few or no levels of intervening management between staff and managers is called-----

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Hierarchical organization

Flat Organization Page#10

Pyramid Organization

Flat organization refers to an organizational structure with few or no levels of intervening management between staff and managers.

Question No: 5 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

Open loop system Page#20

Closed loop system

Closed end System

Question No: 6 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

True Page#23

False

Question No: 7 (Marks: 1) - Please choose one

----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

Robustness

Heuristic Page#33

DSS

EIS

Question No: 8 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

Neural network System Page#40

Fuzzy logic

DSS

ESS

Neural networks do not model human intelligence. They seek to put intelligence into the hardware in the form of generalized capability to learn.

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test

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various aspects of the design to gather early user feedback.

True Page#83

False

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Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping

Iterative

Incremental Page#79

RAID

Question No: 11 (Marks: 1) - Please choose one

Management information system (MIS) is that linked to all the information systems in an organization.

True

False Page#53

Accounting information system (AIS) is linked to all the information systems in an organization.

Question No: 12 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

Tertiary

Primary Page#02

Secondary

Some examples of primary sources:

- 1. Scientific journal articles reporting experimental research results**
- 2. Proceedings of Meetings, Conferences.**
- 3. Technical reports**

Question No: 13 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

Attributes

Policy

Management Page#10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure**
- Culture of the Organizations**
- Management Style**
- Decision Making Style**

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Question No: 14 (Marks: 1) - Please choose one

_____are run under direct supervision of family members.

Small Organization

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Medium organization Page#07

Large Organization

Question No: 15 (Marks: 1) - Please choose one

In _____ there is low number of subordinates per person.

Pyramid Structure Page#10

Flat Structure

Modern Structure

Organizational Structure Pyramid/Tall/Hierarchical

- Low number of subordinates per supervisor
- Long chain of command
- Greater number of levels

Question No: 16 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

Flat Structure Page#11

Tall Structure

Classical structure

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels

Question No: 17 (Marks: 1)

Define TQM?

Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

Conglomerate organizations are corporations that have multiple revenue streams from business activities that are completely unrelated.

Question No: 19 (Marks: 2)

What aspects should be covered by design of information flow?

Design of the information flow

It is a major step in the conceptual design. Following aspects should be covered

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- Flow of data & information and transformation points
- The frequency and timing of flows
- The extent of formality in these flows – input forms, report formats.

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Question No: 20 (Marks: 3)

How the chief executive is elected in any organization and what are his responsibilities?
Chief executive is the highest-ranking corporate officer (executive) or administrator in charge of total management of an organization. An individual appointed as a CEO of a corporation, company, organization, or agency typically reports to the board of directors.

The responsibility of a chief executive officer is to align the company, internally and externally, with his or her strategic vision. The core duty of a CEO is to facilitate business outside of the company while guiding employees and other executive officers towards a central objective.

Question No: 21 (Marks: 5)

Identify the basic purpose of DFD and identify the steps of designing a DFD for any process?

Data Flow Diagram

"A data flow diagram (DFD) is a graphical representation of the "flow" of data through an information system."

The purpose of data flow diagrams is to provide a linking bridge between users and systems developers.

STEPS TO DRAW A DATA FLOW DIAGRAM

Steps

1. Start from the context diagram. Identify the parent process and the external entities with their net inputs and outputs.
2. Place the external entities on the diagram. Draw the boundary.
3. Identify the data flows needed to generate the net inputs and outputs to the external entities.
4. Identify the business processes to perform the work needed to generate the input and output data flows.
5. Connect the data flows from the external entities to the processes.
6. Identify the data stores.
7. Connect the processes and data stores with data flows.
8. Apply the Process Model Paradigm to verify that the diagram addresses the processing needs of all external entities.
9. Apply the External Control Paradigm to further validate that the flows to the external entities are correct.
10. Continue to decompose to the nth level DFD. Draw all DFDs at one level before moving to the next level of decomposing detail. You should decompose horizontally first to a sufficient nth level to ensure that the processes are

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partitioned correctly; then you can begin to decompose vertically.

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<http://it.toolbox.com/blogs/enterprise-solutions/data-flow-diagrams-dfds-14573>

Question No: 22 (Marks: 10)

Discuss the purpose of Feasibility Study? Discuss key areas?

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- **Technical Feasibility** – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution

- Volume of transactions, which can processed within the given time

- Capacity to hold files or records of a certain size

- Number of users supported without execution

- **Operational Feasibility** – compliance and adjustability with the way organization works with attitude to change or chains of command.

- Can the input data be collected for the system?

- Is the output usable?

- **Economic feasibility** – Do the benefits of the system exceed the costs?

It should be the BEST OPTION among those under consideration for the same purpose.

- **Behavioral feasibility** – What impact will the system have on the user's quality of working life?

- Reduction in job stress

- Job satisfaction

- Quality of output by employees

Paper#5

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers?

Primary Information Page#02

Tertiary Information

Secondary Information

All of above

Primary Sources

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They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.

Question No: 2 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of information about the alternatives available.

True Page#01

False

Question No: 3 (Marks: 1) - Please choose one

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Super market

Online Market

Competitive market Page#16

Competition for cheaper factors of production

Cheaper factor of production is a challenge for the survival of a company in competitive market.

Question No: 4 (Marks: 1) - Please choose one

A TPS wants every transaction to be processed in the same way regardless of the

User Page#31

Data

Information

A TPS wants every transaction to be processed in the same way regardless of the user, the customer or the time for day.

Question No: 5 (Marks: 1) - Please choose one

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True Page#33

False

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm.

Question No: 6 (Marks: 1) - Please choose one

----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

Robustness

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Heuristic Page333

DSS

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EIS

Question No: 7 (Marks: 1) - Please choose one

Data warehouses are generally batch updated at the end of the day, week or some period.

False

True Page 335

Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

Question No: 8 (Marks: 1) - Please choose one

Automation has not enhanced the availability of information.

True

False Page 47

Automation has enhanced the availability of information

Question No: 9 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

Specific marketing campaigns for different customer segments Question#06

DSS based on the Web.

1 & 2

http://wpscms.pearsoncmg.com/bp_laudon_mis_9/0,,2102096-justcontent,00.utf8.html

Question No: 10 (Marks: 1) - Please choose one

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

True Page 65

False

Question No: 11 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping

Iterative

Incremental

RAID

Question No: 12 (Marks: 1) - Please choose one

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Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model

Waterfall Model

Iterative Model

RAID

Question No: 13 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process.

TRUE

FALSE

<http://www.scribd.com/doc/4545637/Decision-Support-Systems> (Page#23)

Question No: 14 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of the following:

Implementation

Choice

Monitoring Page#59

Question No: 15 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

Service sector

Manufacturing Sector Page#08

Trading sector

Information Requirements of Manufacturing Sector

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

Question No: 16 (Marks: 1) - Please choose one

_____ is not connected with environment.

Close system Page#21

Open system

Closed Loop System

Closed Systems: A system that is not connected with its environment

Question No: 17 (Marks: 1)

What do you understand by Spiral Models?

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is

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very appropriate for large and complex Information Systems. The spiral model

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emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Question No: 18 (Marks: 1)

Give any example that is basically a primary source but is also a secondary source too. A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events

Question No: 19 (Marks: 2)

What is an Office Automation System?

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

Question No: 20 (Marks: 3)

Designing file or database is a major component of system designing. Identify its basic purposes.

Designing file or database

This serves following purposes:

- Data accessibility is ensured to the user is ensured as and when required.
- Data consistency – data updates in master file will automatically update the data in the whole system.
- Data is efficiently processed & stored.
- Data integrity that is Correctness of data is ensured. This does not mean that incorrect amounts entered into the computer will be automatically corrected by because the computer only records what is entered but if there is an error in entering pre-defined parameters these would be corrected or thrown up as an error. Further, the data processed according to the pre-defined procedures every time around without any change unless an error has been caused to the program handling the data.

Question No: 21 (Marks: 5) Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

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Question No: 22 (Marks: 10)

Discuss Data Mining with an example.

[Data Mining](#)

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Data mining is also known as Knowledge-Discovery in Databases (KDD). Put simply it is the processing of the data warehouse. It is a process of automatically searching large volumes of data for patterns. The purpose is to uncover patterns and relationships contained within the business activity and history and predict future behavior. Data mining has become an important part of customer relationship management (CRM).

Example of Data Mining

Consider a retail sales department. Data mining system may infer from routine transactions that customers take interests in buying trousers of a particular kind in a particular season. Hence, it can make a correlation between the customer and his buying habits by using the frequency of his/her purchases. The marketing department will look at this information and may forecast a possible clientele for matching shirts. The sales department may start a departmental campaign to sell the shirts to buyers of trousers through direct mail, electronic or otherwise. In this case, the data mining system generated predictions or estimates about the customer that was previously unknown to the company.

Paper#6

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of information about the alternatives available.

True Page#01

False

Question No: 2 (Marks: 1) - Please choose one

A structure through which individuals cooperate systematically to conduct business called organization.

True Page#15

False

Question No: 3 (Marks: 1) - Please choose one

Information system must fulfill the needs of which of the following:

Customers

Business Page#16

Employee

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Question No: 4 (Marks: 1) - Please choose one

Closed system is dependent on the internal resources and data.

True Page#24

CS507 Master File as on 30-6-2011

Solved by Askari Team

False

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

Question No: 5 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

Neural network System Page#40

Fuzzy logic

DSS

ESS

Question No: 6 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured

Semi Structured

Unstructured

Question No: 7 (Marks: 1) - Please choose one

System design can be explained and presented in----- form.

Narrative Page#74

Written

Explanatory

Descriptive

Question No: 8 (Marks: 1) - Please choose one

Targeting advertising to customers to increase the probability that an offer is accepted

True Page#43

False

CRM reduces cost of sales and distribution by Targeting advertising to customers to increase the probability that an offer is accepted

Question No: 9 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to produce right amount of product.

True Page#53

False

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Question No: 10 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

True Page#53

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False

Question No: 11 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True Page#56

False

Question No: 12 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

True

False Page#56

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

Question No: 13 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

Question No: 14 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of Choice phase

TRUE

FALSE Page#59

Monitoring example: Evaluate recovery patterns, relevant costs involved

Question No: 15 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

True Page#82

False

Question No: 16 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of

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times as the project progresses.

True Page#82

False

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Solved by Askari Team

Question No: 17 (Marks: 1)

Why does it need for Production subsystem to be linked with marketing system?
Production subsystem needs to be linked with the marketing system so as to produce right amount of product.

Question No: 18 (Marks: 1)

What are the conglomerate organizations?
Conglomerate organizations are corporations that have multiple revenue streams from business activities that are completely unrelated.

Question No: 19 (Marks: 2)

What do you mean by System Analyst?
Systems Analyst
“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers.”

Question No: 20 (Marks: 3)

Identify different phases of Spiral model.
There are usually four distinct phases of the spiral model software development approach

1. Determine objectives, alternatives, constraints.
2. Evaluate alternatives, identify and resolve risks – This involves Risk analysis and Prototyping
3. Develop, verify next-level product
4. Plan next phase

Page 82, 83

Question No: 21 (Marks: 5)

Discuss the Characteristics of the Incremental Model with pros and cons.
Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Benefits

- Working functionality is produced earlier – computation of value to cost ratio
- Reduces risks of change in user requirements
- Provides clients flexibility in decision making.
- Risk management is incremental

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- Smaller scope for change in user requirements

Criticism

- Larger picture cannot be seen until the entire system is built

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- Difficult to break down the total system at early stage of product development to determine reasonable increments

Question No: 22 (Marks: 10)

Discuss different types of Decisions in detail.

Type of Decisions

All problems require decision making, however the nature of problem determines how it should be approached. The decision making process There are three types of decisions

1. Unstructured decisions are those in which the decision maker must provide judgment, evaluation, and insights into the problem definition.
2. Structure decisions, by contrast, are repetitive and routine and involve a definite procedure for handling them so that they do not have to be treated each time as if they were new.
3. Some decisions are semi structured; in such cases, only part of the problem has a clear-cut answer provided by an accepted procedure.

Paper#7

MIDTERM EXAMINATION Spring 2009 CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

True Page#02

False

Question No: 2 (Marks: 1) - Please choose one

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True Page#16

False

Question No: 3 (Marks: 1) - Please choose one

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

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Graphical Model

Mathematical Model Page#37

Algebra Model

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Solved by Askari Team

Question No: 4 (Marks: 1) - Please choose one

The departmental structures are----- in banking and financial sector.

Different Page#46

Same

Mixed

The departmental structures are different in banking and financial sector. This in turn becomes the basis of design and development of functional information systems.

Question No: 5 (Marks: 1) - Please choose one

----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

BRP

MRP Page#50

CRP

Question No: 6 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to----- right amount of product.

Produce Page#53

Sale

Purchase

Question No: 7 (Marks: 1) - Please choose one

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True Page#78

False

Question No: 8 (Marks: 1) - Please choose one

BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

True

False Page#50

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

Question No: 9 (Marks: 1) - Please choose one

Decision procedures can be pre-specified, but not enough to lead to the correct decision are called-----

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Structured Decisions
Unstructured Decisions

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Semi Structured Decisions Reference:

Structured (operational): The procedures to follow when decision is needed can be specified in advance

Unstructured (strategic): It is not possible to specify in advance most of the decision procedures to follow

Semi-structured (tactical): Decision procedures can be pre-specified, but not enough to lead to the correct decision

Question No: 10 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence

Design

Choice

Implementation Page#58

Question No: 11 (Marks: 1) - Please choose one

Devise a discount or training policy is an example of choice phase.

TRUE

FALSE Page#59

Design example: Devise a discount or training policy

Question No: 12 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and

Proximity

Initially

Tertiary Page#01

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 13 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

Flat Structure Page#11

Tall Structure

Classical structure

Question No: 14 (Marks: 1) - Please choose one

_____ Information is just like feedback of organization image in public.

Formal

Informal

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External

Question No: 15 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative

Incremental

Raid

Question No: 16 (Marks: 1) - Please choose one

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False Page#79

(Handout page 94) incremental model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 17 (Marks: 1)

What do you understand by Business environment?

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Question No: 18 (Marks: 1)

What is information System?

“Interrelated components working together to collect, process, and store and disseminate information to Support decision making, coordination control, analysis and visualization in an organization.”

Question No: 19 (Marks: 2)

Define Technical Feasibility?

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution
- Volume of transactions which can processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution

Question No: 20 (Marks: 3)

What will be the results if we compare Incremental models with Iterative Models?
Explain with any example

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Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

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- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 21 (Marks: 5)

Discuss information requirements at different levels of Management in marketing information System?

Management Levels in MKIS

MKIS should cater for information requirements at each level, for instance

Strategic Level

1. Formulation of new sales products, and identifying new sales opportunities.
2. Planning support for new products and services
3. Monitoring competitors

Knowledge Level

1. Market analysis based on demographics and customer behavior

Management level

1. Sales performance analysis is required to monitor how to enhance sales and address related issues.
2. Sales staff analysis is important to see how much of the sales portion has been contributed by each of the employees.

Operational Level

1. Taking comments from customers for measuring satisfaction is a responsibility of the managerial level.
2. Tracking sales, processing orders and customer support

Question No: 22 (Marks: 10)

The difference between the manual and computerized environment arises due to the many reasons, discuss them in detail.

The difference between the manual and computerized environment arises due to the following reasons, quite simply because of the different nature of the environments:

- Logical access control issues in computerized environment.
- Duplication of clerical work generally observed in a manual environment is eliminated in the computerized environment.
- Automatic generation of specified reports: In a computerized environment as opposed to manual data compilation.
- Data integrity is more fully secured in a computerized environment with addition or

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authorized changes in data being automatically updated for all purposes through a single

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button effort as opposed to making changes or updating in each register or record affected by the same in a manual environment.

- Drill down function to conduct analysis of recorded data is available in a computerized environment as opposed to undertaking a manual analysis of all data.
- Flexibility of presenting data in desired or different format including using specified data to be shown graphically is available in computerized environment.
- Data Security and confidentiality can be assured to a higher degree in a computerized environment.

Paper#8

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

True Page#08

False

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

Question No: 2 (Marks: 1) - Please choose one

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True

False

Question No: 3 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True Page#34

False

Question No: 4 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records

Model Building

Deployment

Exploration Page#36

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Exploration – includes data preparation which may involve filtering data and data transformations, selecting subsets of records.

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Question No: 5 (Marks: 1) - Please choose one

Which of the following is an approach for developing systems based on producing deliverables frequently/repetitively, each iteration, consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product?

Incremental Model

Iterative Model Page#80

RAID

Spiral

Question No: 6 (Marks: 1) - Please choose one

The departmental structures are different in banking and financial sector

True Page#46

False

Question No: 7 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

True Page#54

False

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True Page#56

False

Question No: 9 (Marks: 1) - Please choose one

Devise a discount or training policy is an example of design phase

TRUE Page#59

FALSE

Question No: 10 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

Tertiary

Primary Page#02

Secondary

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Question No: 11 (Marks: 1) - Please choose one

_____ Sources are used, which simplify the process of finding the proximity Literature.

Secondary

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Primary
Tertiary

In science, secondary sources are those which simplify the process of finding and evaluating the primary literature. Page#02

Question No: 12 (Marks: 1) - Please choose one

_____ is a group of people organized to accomplish an overall goal

System

Procedure

Organization

Question No: 13 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate _____ of information.

Size

Quality Page#06

Need

Information Quality Checklist

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information.

Question No: 14 (Marks: 1) - Please choose one

Which of the following has collection of predefined procedures related to each other?

Organization

System Page#18

Firm

Systems have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Question No: 15 (Marks: 1) - Please choose one

_____ is connected to its environment by means of resource flows.

Open loop system

Close system

Open system

A system that is connected to its environment by means of resource flows is called an

Open system. Page#21

Question No: 16 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative

Incremental

Raid

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Question No: 17 (Marks: 1)

Information systems produce the information that organizations need to make decisions, control operations, analyze problems, and create new products or services. Identify and describe the three activities found in information systems.

Information systems activities

Information processing (or data processing) activities that occur in information system include the following:

- Input of data resources
- Processing of data into information
- Output of information products
- Storage of data resources
- Control of system performance

Question No: 18 (Marks: 1) Define water fall model of SDLC.

Waterfall model / Classic lifecycle/ Linear Sequential Model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases.

Question No: 19 (Marks: 2)

Identify the purpose of Feasibility study.

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Question No: 20 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives

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Question No: 21 (Marks: 5)

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What is the purpose of Transaction Processing system?

This system is used to record transactions of routine and repetitive nature.

For Instance

- Defining the transaction recording structure
- Placing customer orders
- Billing customers
- Other basic business transactions

Transaction processing is designed to maintain a computer system (typically a database or some modern file systems) in a known, consistent state, by ensuring that any operations carried out on the system that are interdependent are either all completed successfully or all canceled successfully.

Question No: 22 (Marks: 10)

What is the purpose of Feasibility Study? Discuss key areas?

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- **Technical Feasibility** – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?
- Response times – time between request and execution
- Volume of transactions, which can be processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution
- **Operational Feasibility** – compliance and adjustability with the way organization works with attitude to change or chains of command.
- Can the input data be collected for the system?
- Is the output usable?

- **Economic feasibility** – Do the benefits of the system exceed the costs?

It should be the BEST OPTION among those under consideration for the same purpose.

- **Behavioral feasibility** – What impact will the system have on the user's quality of working life?
- Reduction in job stress
- Job satisfaction
- Quality of output by employees

Paper#9

MIDTERM EXAMINATION
Fall 2008
CS507- Information Systems (Session - 2)

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Question No: 1 (Marks: 1) - Please choose one

Following statement is true for which of the following model?

Provides early indication of insurmountable risks, without much cost

- ▶ INCREMENTAL MODEL
- ▶ Iterative Models
- ▶ **SPIRAL MODEL**

<http://www.scribd.com/doc/22357919/Sdlc-Models-in-detail>

Question No: 2 (Marks: 1) - Please choose one

Devaluation of currency is called _____ □

- ▶ Interest rate
- ▶ **Inflation**
- ▶ Markup

Question No: 3 (Marks: 1) - Please choose one

_____sources materials in which the information from secondary sources has been digested. □

- ▶ Primary
- ▶ **Tertiary Page#03**
- ▶ Secondary

Tertiary Sources

2. Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form.

Question No: 4 (Marks: 1) - Please choose one

Debtor's aging report Debtor's aging report is an example of the following phase? □

- ▶ Choice
- ▶ Design □
- ▶ **Intelligence Page#59**

Question No: 5 (Marks: 1) - Please choose one

There are TWO phases of the decision making process □

- ▶ TRUE
- ▶ **FALSE Page#60**

There are five phases of the decision making process

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

- ▶ **Intelligence Page#60**
- ▶ Design

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► Choice

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► Implementation

Question No: 7 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

► True

► **False**

Question No: 8 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

► Prototyping

► Iterative

► **Incremental**

► RAID

Question No: 9 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► **System Analysis Page#86**

► System Design

► Risk Management

► Risk Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Question No: 10 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

► DSS based on the Web and Specific marketing campaigns for different customer segments

► **Specific marketing campaigns for different customer segments**

► DSS based on the web

Question No: 11 (Marks: 1) - Please choose one

Targeting advertising to customers to----- the probability that an offer is accepted

► Decrease

► **Increase Page#43**

► Stable

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Targeting advertising to customers to increase the probability that an offer is accepted

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Question No: 12 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

- ▶ **True** Page#34
- ▶ False

Question No: 13 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

- ▶ **Skill Set** Page#30
- ▶ Data Set
- ▶ Tool Set

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools.

Question No: 14 (Marks: 1) - Please choose one

----- Generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure?

- ▶ **Infrastructure** Page#29
- ▶ Decision Support System
- ▶ Management System

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure

Question No: 15 (Marks: 1) - Please choose one

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

- ▶ **True** Page#19
- ▶ False

Question No: 16 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

- ▶ **Primary** Page#02
- ▶ Secondary
- ▶ Tertiary
- ▶ None of these

Primary sources are original materials on which other research is based

Question No: 17

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What factors need of information depends in any organization?

Solution:-

Information requirements keep varying in accordance with

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- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

Question No: 18

Define TQM?

Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers

Question No: 19

(Marks: 2)

Enlist the types of models used in DSS.

Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 20

(Marks: 3)

What is the need for accounting information system (AIS) to be linked to all the information systems in an organization?

Accounting information system is linked to all the information systems in an organization. This is important because the data required for proper book keeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system. The purpose of AIS is to accumulate data and provide decision makers (investors, creditors, and managers) with information to make decision.

Question No: 21

(Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends. Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure

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- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

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An organization should consider the above mentioned requirements while devising a system which tailors for specific information needs. **LESSON 3**

Question No: 22

(Marks: 10)

□What are the management styles? Discuss in details.

Various management styles can be employed dependent on the culture of the business, the nature of the task, the nature of the workforce and the personality and skills of the leaders.

There are three Management Styles.

Authoritative

Participative

Mixed

1) Authoritative

An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management.

2) Participative

In a Democratic style, the manager allows the employees to take part in decision making; therefore everything is agreed by the majority. The communication is extensive in both directions. This style can be particularly useful when complex decisions need to be made that require a range of specialist skills

3) Mixed

This approach is a combination of both above styles. Input is taken and respected, final decision is taken by the senior management keeping in view the views given by the employee.

Paper#10

MIDTERM EXAMINATION CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ▶ WTO
- ▶ Company Ordinance
- ▶ **Business Environment** **Page#14**
- ▶ Company Structure

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

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Question No: 2 (Marks: 1) - Please choose one

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Every system comprises of basic components which in a co-ordination formulate a system.

- ▶ **True**
- ▶ False

Question No: 3 (Marks: 1) - Please choose one

Data warehouses are generally batch updated at the end of the day, week or some period.

- ▶ **True**
- ▶ False

Question No: 4 (Marks: 1) - Please choose one

Due to fluctuating changes in fashion trends, pre-seasonal planning becomes-----

- ▶ **Critical Page#34**
- ▶ Simple
- ▶ Moderate

Question No: 5 (Marks: 1) - Please choose one

Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

- ▶ **True Page#61**
- ▶ False

Rational Man Model

Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty.

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

- ▶ **Spiral Page#83**
- ▶ Water Fall
- ▶ Incremental
- ▶ Iterative

Spiral Model Weaknesses: Difficult to convince some customers that the evolutionary approach is controllable

Question No: 7 (Marks: 1) - Please choose one

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

- ▶ **True**

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► False

Question No: 8 (Marks: 1) - Please choose one

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Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

▶ **True** Page#51

▶ False

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

▶ CAD

▶ **CAM**

▶ CIM

Question No: 10 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process.

▶ **TRUE**

▶ FALSE

Question No: 11 (Marks: 1) - Please choose one

Directories are example of _____ resource.

▶ Primary

▶ Secondary

▶ **Tertiary** Page#03

Some examples of tertiary sources:

1. Almanacs and fact bos

2. Bibliographies (may also be secondary)

3. Chronologies

4. Dictionaries and encyclopedias (may also be secondary)

5. Directories

Question No: 12 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

▶ **Input element** Page#20

▶ Control Mechanism

▶ Output System

Question No: 13 (Marks: 1) - Please choose one

Feed back is the integral part of the _____

▶ Open system

▶ Close System

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► **Closed Loop System** Page#25

Question No: 14 (Marks: 1) - Please choose one

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Spoken and written form of an entity is used in _____ model.

► Physical

► **Narrative** Page#37

► Graphical

The spoken and written description of an entity as Narrative model is used daily by managers and surprisingly, these are seldom recognized as models.

For instance

All business communications are narrative models

Question No: 15 (Marks: 1) - Please choose one

----- combines many human resource functions like benefits administration, payroll, recruiting and training etc.

► **Human Resource Information System** Page#54

► Account Information System

► Financial Information System

Human Resource Information Systems

It is an information system that combines many human resources functions, including benefits administration, payroll, recruiting and training, and performance analysis and review into one package.

Question No: 16 (Marks: 1) - Please choose one

In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to case basis.

► Semi-Structured decisions

► **Unstructured decisions**

► Structured decisions

Question No: 17 (Marks: 1)

Give any example that is basically a primary source but is also a secondary source too.

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events

Question No: 18 (Marks: 1) Define TQM?

TQM is a set a philosophy and style of management that gives everyone in an organization responsibility for delivering quality to the customer.

Question No: 19 (Marks: 2)

Identify the Characteristics of the Incremental Model

Characteristics of the Incremental Model

• The system development is broken into many mini development projects

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- Partial systems are successively built to produce a final total system.

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Solved by Askari Team

- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Question No: 20 (Marks: 3)

What are the information requirements for Management level in Accounting & financial Information Systems.

Management level

1. Control over firm's financial resources
2. Investment management
3. Budget management
4. Tax management
5. Profitability & Performance Evaluation

Question No: 21 (Marks: 5)

What should be the basic characteristics of paper free environment?

Paper Free Environment

- Information overload enhances paper work.
- Maintenance of records in hard form has always proven to be a cumbersome task.
- An IS/CBIS should be efficient enough to properly manage documents electronically.
- Customer orders met through Virtual Private Networks and intranets (to be discussed later).
- Payments made through Electronic payment system.
- Report generation and record analysis gets convenient and easy.

Question No: 22 (Marks: 10)

What are the management styles? Discuss in details.

Repeat

Paper#11

MIDTERM EXAMINATION 2009
CS507- Information Systems
Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

The organizational structures are formulated in order to efficiently manage which of the following:

- ▶ Business Cost
- ▶ **Business Operations** Page#05
- ▶ Business Size

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Question No: 2 (Marks: 1) - Please choose one

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Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ▶ WTO
- ▶ Company Ordinance
- ▶ **Business Environment**
- ▶ Company Structure

Question No: 3 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- ▶ False
- ▶ **True**

Question No: 4 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- ▶ **Risk Analysis Page#86**
- ▶ System Analysis
- ▶ System Design
- ▶ Risk Management

Question No: 5 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

- ▶ **True Page#79**
- ▶ False

The first increment is usually the core product which addresses the basic requirements of the system.

Question No: 6 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

- ▶ **Physical Page#76**
- ▶ Logical
- ▶ None of above options
- ▶ Commercial

The physical design involves breaking up the logical design into units, which in turn can be decomposed further into implementation units such as programs and modules.

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work

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instructions directly to the manufacturing machinery?

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- ▶ CAD
- ▶ **CAM**
- ▶ CIM

Question No: 8 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

- ▶ **True**
- ▶ False

Question No: 9 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from those available?

- ▶ Design
- ▶ **Choice Page#58**
- ▶ Implementation
- ▶ Intelligence

Decision-making process

• **Choice – selecting a course of action from those available**

Question No: 10 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

- ▶ TRUE
- ▶ **FALSE**

Question No: 11 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

- ▶ **TRUE Page#58**
- ▶ FALSE

Question No: 12 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate _____ of information.

- ▶ Size
- ▶ **Quality**
- ▶ Need

Question No: 13 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

- ▶ Service sector

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- ▶ **Manufacturing Sector**
- ▶ Trading sector

Manufacturing Sector

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Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc. Page#08

Question No: 14 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

▶ True

▶ **False Page#20**

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 15 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

▶ Support system

▶ Decision support system

▶ **Transaction control system Page#30**

Transaction Processing System: This system is used to record transactions of routine and repetitive nature.

Question No: 16 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

▶ BRP

▶ **MRP**

▶ CRP

Question No: 17 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

▶ False

▶ **True Page#62**

Question No: 18 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

▶ **Closed system**

▶ Open system

▶ Open loop system

Question No: 19 (Marks: 1) - Please choose one

_____ Sources are used, which simplify the process of finding the proximity Literature.

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► **Secondary Page#02**

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- ▶ Primary
- ▶ Tertiary

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and is not used to monitor input or activities is called

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Closed end System

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system. User/Accountant uses chart of accounts to access the relevant accounts in order to prepare different vouchers according to requirements. The purpose behind this entire activity is to record various transactions

Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems

Strategic level

1. Investment goals
2. long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Types of normative model in choice phase of decision making process:

Optimization

Finding an alternative with the most cost effective or highest achievable performance under the given constraints, by maximizing desired factors and minimizing undesired ones. In comparison, maximization means trying to attain the highest or maximum result or outcome without regard to cost or expense.

Rationalization

- More of good things, less of bad things
- Courses of action are known quantity
- Options ranked from best to worse

Sub optimization

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Decisions made in separate parts of organization without consideration of whole
Situation where a process, procedure, or system yields less than the best possible

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outcome or output, caused by a lack of best possible coordination between different components, elements, parts, etc.

Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each.

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been up to is also critical marketing information. This should not be taken as espionage on competitors.
3. Forecasts of demand are also a critical part of marketing analysis. MKIS helps in achieving this as well.
4. Field sales can also be monitored where sales agents are used to market products.
5. Customers can be quickly updated based on their information kept in MKIS.
6. Dealers involved in sale of product can also be monitored to help enhance revenue's

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.
 2. To drill down into the various aspects of the business process without losing sight of the complete system.
- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.

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- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

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Paper#12

MIDTERM EXAMINATION Spring 2010 CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Instead of Information, data is more important in day to day decision making.

▶ True

▶ **False Page#01**

Information is required in day to day decision making.

Question No: 2 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

▶ **False Page#07**

▶ True

Small organizations usually have simple management structure.

Question No: 3 (Marks: 1) - Please choose one

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

▶ Sector

▶ Country

▶ **Organization Page#11**

Question No: 4 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

▶ **Open loop system Page#20**

▶ Closed loop system

▶ Open end System

Open-Loop System

The determinant factor is in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

Question No: 5 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

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- ▶ **Information**
- ▶ Decision

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► Management

Question No: 6 (Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few

► Minutes or less

► Hours or less

► **Seconds or less** Page#31

Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less

Question No: 7 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

► False

► **True** Page#53

Question No: 8 (Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

► **OIS** Page#41

► MIS

► EIS

► CBIS

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent.

Question No: 9 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

► Attributes

► Policy

► **Management**

Question No: 10 (Marks: 1) - Please choose one

Devaluation of currency is called _____

► Interest rate

► **Inflation**

► Markup

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Question No: 11 (Marks: 1) - Please choose one

_____ is not connected with environment.

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- ▶ **Close system**
- ▶ Open system
- ▶ Closed Loop System

Question No: 12 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- ▶ True

▶ **False** Page#79

Incremental Model

This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 13 (Marks: 1) - Please choose one

Which of the following models is an approach for developing systems based on producing deliverables frequently/repetitively?

- ▶ **Iterative**
- ▶ Incremental
- ▶ RAID
- ▶ SDLC

Question No: 14 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

- ▶ True

▶ **False** Page#82

The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

Question No: 15 (Marks: 1) - Please choose one

Models are three dimensional representation of an entity (Object/Process).

▶ **Physical** Page#37

- ▶ Narrative
- ▶ Graphical

Physical models are three dimensional representation of an entity (Object/Process).

Question No: 16 (Marks: 1) - Please choose one

There are five phases of decision making process.

- ▶ **True**
- ▶ False

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Question No: 17 (Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

▶ **True** Page#87

▶ False

Question No: 18 (Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

▶ **TRUE**

▶ FALSE

Question No: 19 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework for supporting the entire

▶ Management System

▶ **Infrastructure**

▶ Decision Support System

Question No: 20 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

▶ **True**

▶ False

Phases of decision-making process are:

1. Intelligence, 2. Design, 3 Choices, 4 Implementation, 5 monitoring

Question No: 21 (Marks: 2)

List any two tools used to implement TQM.

There are certain Graphical tools used to implement and promote TQM. For instance

☐ Histogram

☐ Pareto Analysis

☐ Cause & Effect Diagram

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and system designers and developers.”

Systems analysts work as a link between Business people, & Computer Programmers.

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Business People may define the business to be computerized, i.e. establish scope of computerization.

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Question No: 23

(Marks: 3)

Define basic goals of Computer Integrated Manufacturing (CIM)

CIM has three basic goals

1. Simplification of all manufacturing technologies and techniques
2. Automation of as many of the manufacturing processes as possible by integration of many information technologies like
 - ☐ **Flexible Manufacturing Systems** – a form of flexible automation in which several machine tools are linked together by a material-handling system controlled by a central computer. It is distinguished from an automated production line by its ability to process more than one product style simultaneously.
 - ☐ **Computer aided Engineering (CAE)** -- the application of computer software engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools.
 - ☐ **Just in time (JIT)** – A Japanese idea that inventory is manufactured (or ~~acquired~~) only as the need for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.
3. Integration and coordination of all the manufacturing aspects through computer hardware and software

Question No: 25

(Marks: 5)

Define different models of SDLC?

Types of System Development Life-Cycle Model

☐ **Waterfall model / Classic lifecycle/ Linear Sequential Model**

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

☐ **Incremental Models**

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

☐ **Iterative Models**

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Question No: 26

(Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Empire Building

Empire building is a business term that refers to a common problem in larger

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organizations, in which managers attempt to gather more administrative and financial

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power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Paper#13 _____

MIDTERM EXAMINATION 2010

CS507- Information Systems

Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

- ▶ True Page#13
- ▶ False

Question No: 2 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

- ▶ Open loop system Page#20
- ▶ Closed loop system
- ▶ Open end System

The determinant factor is in an open loop system is that the information from the system not used for control purpose.

Question No: 3 (Marks: 1) - Please choose one

A system is a group of -----that are integrated with the common purpose of achieving an objective.

- ▶ Information
- ▶ Data Sets
- ▶ Elements Page#20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 4 (Marks: 1) - Please choose one

With a----- decision environment, there is the possibility of having very quick

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and very accurate feedback on the decision process.

► **Closed-loop Page#25**

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- ▶ Open-loop
- ▶ Closed System

With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

Question No: 5 (Marks: 1) - Please choose one

The departmental structures are----- in banking and financial sector.

- ▶ **Different**
- ▶ Same
- ▶ Mixed

Question No: 6 (Marks: 1) - Please choose one

Information by itself is proving to be the most critical resource for organizations.

- ▶ **True Page#55**
- ▶ False

Question No: 7 (Marks: 1) - Please choose one

Plans provide a direction but not framework for action.

- ▶ True
- ▶ **False Page#64**

Plans provide a direction and framework for action.

Question No: 8 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

- ▶ **True Page#83**
- ▶ False

Question No: 9 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

- ▶ **True**
- ▶ False

Question No: 10 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ False

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Question No: 11 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to • Changing market conditions & • Customer needs

► **TRUE**

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► FALSE

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

- Customers
- **Share holders**
- Employees

Question No: 13 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

- Authoritative
- Mixed
- **Democratic**

Question No: 14 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- **internal resources Page#24**
- External resources
- Procedures

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

Question No: 15 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

- **True Page#82**
- False

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- **True Page#86**
- False

Question No: 17 (Marks: 1) - Please choose one

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

- No

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 **Yes**

Question No: 18 (Marks: 1) - Please choose one

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Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

- ▶ **True**
- ▶ False

Question No: 19 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

- ▶ Commentaries, review articles and literature reviews
- ▶ Directories, Guidebooks, manuals, Chronologies
- ▶ **Interviews, surveys and fieldwork**
- ▶ None of the

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and is not used to monitor input or activities is called:

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Closed end System

Question No: 21 (Marks: 2)

Enlist the types of models used in DSS.

Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

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Question No: 22 (Marks: 2)

Why prototypes are used?

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the

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function of the new design before starting production of a product. Building the full design is often expensive and can be time consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

Question No: 23 (Marks: 3)

Various considerations need to be kept in mind while defining parameters for desired output in system designing. What should be them? Identify any three.

Various considerations need to be kept in mind while defining parameters for desired output. These should generally focus on:

- Assuring purposeful output
- Providing output as defined and required by users
- Providing appropriate information
- Assuring distribution of output as per client specified requirements.
- Minimizing throughput time and Query time.
- Ensuring that output is available in client required mode.

Question No: 24 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives

Question No: 25 (Marks: 5)

Discuss different types of problems we faced in decision making process?

Types of Problems

Nature of problem determines the approach to decision making to be followed to solve it. There are three broad categories..

- **Unstructured:** Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and

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principles are necessary for the solution or how they are organized and which solution is best.

- **Semi-structured** – a gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.
 2. To drill down into the various aspects of the business process without losing sight of the complete system.
- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.
 - System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Paper#14 _____

MIDTERM EXAMINATION Spring 2010 CS507- Information Systems (Session - 5) Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in [1994](#) to harmonic world trade?

- ▶ SAFTA
- ▶ SAARC
- ▶ **WTO** Page#14

The World Trade Organization (WTO) is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

Question No: 2 (Marks: 1) - Please choose one

CBIS helps in updating every change being triggered in less time and with more effort.

- ▶ True
- ▶ **False**

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Question No: 3 (Marks: 1) - Please choose one

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----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

- ▶ Robustness
- ▶ **Heuristic**
- ▶ DSS
- ▶ EIS

Question No: 4 (Marks: 1) - Please choose one

Data Warehouse combines databases across an entire enterprise

- ▶ **True** **Page#35**
- ▶ False

The term data warehouse generally refers to the combination of many different databases across an entire enterprise.

Question No: 5 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

- ▶ **True**
- ▶ False

Question No: 6 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to----- right amount of product.

- ▶ **Produce**
- ▶ Sale
- ▶ Purchase

Question No: 7 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

- ▶ Structured
- ▶ Semi Structured
- ▶ **Unstructured**

Question No: 8 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- ▶ **System Analysts**
- ▶ Software Engineers

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- ▶ System Designers
- ▶ Chief Executives

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Question No: 9 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

- ▶ **Incremental Model** Page#80
- ▶ Water Fall
- ▶ RAID
- ▶ Iterative Model

Question No: 10 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM, is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

- ▶ **True** Page#51
- ▶ False

Question No: 11 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

- ▶ Size
- ▶ **Quality**
- ▶ Need

Question No: 12 (Marks: 1) - Please choose one

In_____style managers allow employees to take part in decision making.

- ▶ Authoritative
- ▶ Mixed
- ▶ **Democratize**

Question No: 13 (Marks: 1) - Please choose one

_____is the set of interconnected structural elements that provide the framework.

- ▶ **Infrastructure**
- ▶ System
- ▶ Organization

Question No: 14 (Marks: 1) - Please choose one

_____is known as father of warehouse.

- ▶ Stephen hawking
- ▶ Bill gates
- ▶ **Bill Inmon** Page#33

Decision Support Systems was defined by Bill Inmon, father of data warehouse.

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Question No: 15 (Marks: 1) - Please choose one

Debtor's aging report is an example of the following phase?

► **Intelligence**

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- ▶ Choice
- ▶ Design

Question No: 16 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of design phase.

- ▶ **TRUE**
- ▶ FALSE

Question No: 17 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

- ▶ Management System
- ▶ **Infrastructure**
- ▶ Decision Support System

Question No: 18 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

- ▶ **True**
- ▶ False

Question No: 19 (Marks: 1) - Please choose one

_____ Sources are used, which simplify the process of finding the proximity Literature.

- ▶ **Secondary**
- ▶ Primary
- ▶ Tertiary

Question No: 20 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of monitoring

- ▶ **TRUE**
- ▶ FALSE

Question No: 21 (Marks: 2)

What are the information requirements for operational level in Accounting & financial Information Systems.

Operational Level Requirements in Accounting & financial Information Systems

1. Cash flow statements through various transactions
2. Inventory and debtor's management

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3. Creditors Management

Question No: 22 (Marks: 2)

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Identify the purpose of Feasibility study.

Purpose of Feasibility Study

The purpose of feasibility study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

Question No: 23 (Marks: 3)

List any three benefits of CRM.

Following are the three benefits of CRM.

Benefits of Customer Relationship Management (CRM)

1. To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.
2. Its objectives are to increase profitability, revenue, and customer satisfaction.
3. Encourages customer loyalty

Question No: 24 (Marks: 3)

Briefly describe Incremental Model.

Incremental Model

The incremental model is a method of software or Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 25 (Marks: 5)

Discuss incremental Model with an example?

Incremental Model

The incremental model is a method of software or Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Example of an Incremental Model

An example of this incremental approach is observed in the development of word processing applications where the following services are provided on subsequent modules:

Advanced editing and document production functions

Basic file management, editing and document production functions

Spell and grammar checking

Advance page layout

Question No: 26 (Marks: 5)

Differentiate MIS from DSS.

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MIS

1. Provides information on monitoring and controlling the business

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2. Fixed and regular reports are generated from data kept in TPS.
3. Report formats are predefined.
4. User is part of the system
5. Controlled by IT Dept

DSS

1. Helps in non routine decision making
2. Users are not linked with the structured information flows.
3. Greater emphasis on models, display graphics & ad hoc queries
4. DSS is a small part of users' actions.
5. Directly used by middle level managers

Paper#15 _____

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

► **True** Page#10

► False

Question No: 2 (Marks: 1) - Please choose one

Systems have collection of predefined----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.

► **Procedures** Page#18

► Sequences

► Policies

Question No: 3 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as-----.

► **Output**

► Input

► Processing

Question No: 4 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

► Structured

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► **Unstructured**

► Semi-Structured

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Question No: 5 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ▶ Operational
- ▶ Managerial

▶ **Strategic** Page#42

Question No: 6 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

▶ **True**

▶ False

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

▶ **True**

▶ False

Question No: 8 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

▶ **TRUE**

▶ FALSE

Question No: 9 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

▶ **TRUE**

▶ FALSE

Question No: 10 (Marks: 1) - Please choose one

In _____ final product is intangible

▶ **Service sector** Page#08

- ▶ Manufacturing Sector
- ▶ Trading sector

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Question No: 11 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

▶ **Procedure**

▶ System

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► Organization

Question No: 12 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- **Internal resources**
- External resources
- Procedures

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

- **Infrastructure**
- System
- Organization

Question No: 14 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- True
- **False**

Question No: 15 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- **True**
- False

Question No: 16 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

- **Spiral** **Page#82**
- Iterative
- WaterFall
- Incremental

Question No: 17 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

- **True**
- False

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Question No: 18 (Marks: 1) - Please choose one

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_____ Information is just like feedback of organization image in public.

- ▶ Informal
- ▶ **External**
- ▶ Formal

Question No: 19 (Marks: 1) - Please choose one

_____ sources materials in which the information from secondary sources has been digested.

- ▶ Primary
- ▶ **Tertiary**
- ▶ Secondary

Question No: 20 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers?

- ▶ **Primary Information**
- ▶ Tertiary Information
- ▶ Secondary Information
- ▶ All of above

Question No: 21 (Marks: 2)

What do we mean by cognitive process?

Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and system designers and developers.”

Systems analysts work as a link between Business people, & Computer Programmers. Business People may define the business to be computerized, i.e. establish scope of computerization.

Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

An entity-relationship (ER) diagram is a specialized graphic that illustrates the interrelationships between entities in a database. ER diagrams often use symbols to

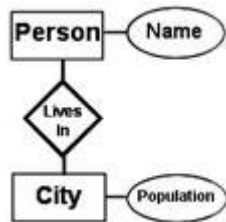
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represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.

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Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

Question No: 24 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Types of normative model in choice phase of decision making process:

Optimization

Finding an alternative with the most cost effective or highest achievable performance under the given constraints, by maximizing desired factors and minimizing undesired ones. In comparison, maximization means trying to attain the highest or maximum result or outcome without regard to cost or expense.

Rationalization

- More of good things, less of bad things
- Courses of action are known quantity
- Options ranked from best to worse

Sub optimization

Decisions made in separate parts of organization without consideration of whole Situation where a process, procedure, or system yields less than the best possible outcome or output, caused by a lack of best possible coordination between different components, elements, parts, etc.

Question No: 25 (Marks: 5)

What do you understand by system design and identify the steps it includes.

System design includes the desired features and operations in detail, including screen layouts, business rules, process diagrams other documentation. It involves converting the informational, functional, and network requirements identified during the initiation and planning phases into unified design specifications. This includes

- Formulation of strategic requirements

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- Organizational & job design

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- Elicitation of detailed requirements
- Design of the information flow
- Design of database
- Design of user interface
- Physical design
- Design of hardware & software platform

Question No: 26 (Marks: 5)

DSS are used to take help in Semi structured decisions. What does DSS use as support in order to facilitate Semi Structured Decision making?

Semi-structured Decisions

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment.

A gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Paper#16 _____

MIDTERM EXAMINATION 2010

CS507- Information Systems

Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

True

False

Question No: 2 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

True

False

Question No: 3 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records?

Model Building

Deployment

Exploration **Page#36**

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Exploration – includes data preparation which may involve filtering data and data transformations, selecting subsets of records.

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Question No: 4 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among
----- Alternatives

Multiple Page#56

Double

Triple

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 5 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis Page#86

System Design

Risk Management

Risk Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

Water all

Incremental

Iterative

Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

Waterfall

RAID

Iterative Model

Incremental Model Page#80

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

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Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

True

False

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and _____

Proximity

Initially

Tertiary

Question No: 11 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary Page#3

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

Employees

Customers

Share holders

Question No: 13 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

Procedure

System

Firm

Question No: 14 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

Office automation system Page#33

Decision support system

Word processing

Question No: 15 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

Stephen hawking

Bill gates

Bill Inmon

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Question No: 16 (Marks: 1) - Please choose one

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The Iterative model emphasizes the need to go back and reiterate earlier steps number of times as the project progresses.

True

False Page#82

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses

Question No: 17 (Marks: 1)

Environment is a collection of different elements. List them.

It is a collective reference made to the following factors

- Legal
- Ethics
- Economic
- Social
- Technological

Question No: 18 (Marks: 1)

Enlist the categories of the Support system

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

Identify any two reasons to use Incremental Models.

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Question No: 20 (Marks: 3)

Define CAD?

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Organizations have various attributes which distinguish them from each other. No two

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organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

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- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

An organization should consider the above mentioned requirements while devising a system which tailors for specific information needs. **LESSON 3**

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

There are four main components of Expert systems

- **User Interface:** to enable the manager to enter instructions and information into an expert system to receive information from it.
- **Knowledge Base:** it is the database of the expert system. It contains rules to express the logic of the problem.
- **Inference engine:** it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.
- **Development engine** – it is used to create an expert system.

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into Hardware in the form of generalized capability to learn.

Paper#17

MIDTERM EXAMINATION Spring 2010 Cs-507 information system (session-2)

1. Small organizations usually have complex management structure.

True

False Page#07

Small organizations usually have simple management structure

2. Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

Sector

Country

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Organization

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3. The organization refers to an organizational structure with few or no levels of intervening management between staff and managers is called-----

Hierarchical organization

Flat Organization

Pyramid Organization

4. The Islamic ethical system differs from secular ethical systems and from the moral code advocated by other-----

Religions

Countries

Organizations

5. The components of open loop system do not include control and feedback mechanism.

True Page#20

False

The components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives.

6. Every system comprises of basic components which in a co-ordination formulate a system.

True

False

7. The term information architecture describes a specialized-----which relates to the management of information and employment of informational tools.

Skill Set

Data Set

Tool Set

8 ----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

BRP

MRP

CRP

9. Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

True

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False

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10. Which of the following phase of decision making process involves selecting a course of action from those available?

- Intelligence
- Design
- Choice**
- Implementation

11. There are TWO phases of the decision making process

- TRUE
- FALSE**

12. _____ is the set of interconnected structural elements that provide the framework.

- Infrastructure**
- System
- Organization

13. Which of the following increment in incremental model is usually the core product which addresses the basic requirements of the system?

- First Page#79**
- Second
- Third

The first increment is usually the core product which addresses the basic requirements of the system.

14. Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

- BRP
- MRP**
- CRP

15. ----- is a gray area lies between structured and unstructured range where part of the decision can be specified allowing for certain factors out of control.

- Unstructured
- Semi-Structured**
- Structured

16. Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

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Spiral

Iterative

Water fall

Incremental

17. Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product development is completed?

Incremental Model

WaterFall Model

Iterative Model

RAID

18. Cost benefit analysis is must in choosing an alternative in a decision making model.

False

True

19. _____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Management System

Infrastructure

Decision Support System

20. The flow of information in organization can be _____ ways.

1

2

3

4

There can be sources of information both internal and external to the organization

Question No: 21 (Marks: 2)

List any two tools used to implement TQM.

There are certain Graphical tools used to implement and promote TQM. For instance

- ☐ Histogram
- ☐ Pareto Analysis
- ☐ Cause & Effect Diagram

Question No: 22 (Marks: 2)

Differentiate between Incremental and iterative models with the help of one example each.

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Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

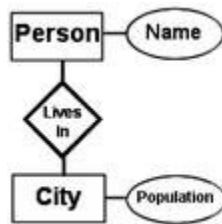
Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

An entity-relationship (ER) diagram is a specialized graphic that illustrates the interrelationships between entities in a database. ER diagrams often use symbols to represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.



Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

Question No: 24:

Identify the various phases of the decision making process (Marks: 3)

There are five phases of the decision making process

Decision-making process

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available

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- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

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Question No: 25:

Identify the situation where spiral models should be used? (Marks: 5)

SPIRAL MODEL

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses. It's actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed to the linear view of the waterfall approach. It can incorporate other models in its various developmental phases.

Question No: 26

(Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Paper#18 _____

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

Question No: 1 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of information about the alternatives available.

True

False

Question No: 2 (Marks: 1) - Please choose one

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Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True

False

Question No: 3 (Marks: 1) - Please choose one

The components of open loop system do not include control and feedback mechanism.

True

False

Question No: 4 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information

Decision

Management

Question No: 5 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True

False

Question No: 7 (Marks: 1) - Please choose one

Systems analysts work as a link between Business people, & Computer Programmers.

True

False.

Question No: 8 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping

Iterative

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Incremental

RAID

Question No: 9 (Marks: 1) - Please choose one

Waterfall model places emphasis on documentation (such as requirements Documents and design documents) as well as source code.

True

False

Question No: 10 (Marks: 1) - Please choose one

The purpose of feasibility Study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

True

False

Question No: 11 (Marks: 1) - Please choose one

Decision procedures can be pre-specified, but not enough to lead to the correct Decision are called-----

Structured Decisions

Unstructured Decisions

Semi Structured Decisions

Question No: 12 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

Question No: 13 (Marks: 1) - Please choose one

_____Sources are used, which simplify the process of finding the proximity

Literature.

Secondary

Primary

Tertiary

Question No: 14 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

Size

Quality

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Need

Question No: 15 (Marks: 1) - Please choose one

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Spoken and written form of an entity is used in _____ model.

Physical

Narrative

Graphical

Question No: 16 (Marks: 1) - Please choose one

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False

Paper#19

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

Question No: 1 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

Robustness

Heuristic

DSS

EIS

Question No: 2 (Marks: 1) - Please choose one

Due to fluctuating changes in fashion trends, pre-seasonal planning becomes-----

Critical

Simple

Moderate

Question No: 3 (Marks: 1) - Please choose one

Call centers use automatic call distributors (ACD's) to route calls to the appropriate agent.

True **Page#45**

False

Question No: 4 (Marks: 1) - Please choose one

The departmental structures are----- in banking and financial sector.

Different

Same

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Mixed

Question No: 5 (Marks: 1) - Please choose one

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Automation has not enhanced the availability of information.

True

False

Question No: 6 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

Question No: 7 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

Water Fall

Incremental

Iterative

Question No: 8 (Marks: 1) - Please choose one

Which of the following information systems cater for the needs of Accounts & Finance Department.

Accounting and Managerial Page#55

MIS

EIS

AIS

Accounting and financial information systems cater for the needs of Accounts & Finance Department.

Question No: 9 (Marks: 1) - Please choose one

Which of the following is one of the “Types of Problem”?

Structured

Unstructured

Semi-Structured

ALL of the given options

Question No: 10 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

Tertiary

Primary

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Secondary

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Question No: 11 (Marks: 1) - Please choose one Commentaries are the example of _____sources.
Primary

Tertiary

Secondary

Question No: 12 (Marks: 1) - Please choose one
In _____style managers allow employees to take part in decision making.

Authoritative

Mixed

Democratize

Question No: 13 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

True

False

Question No: 14 (Marks: 1) - Please choose one
Closed System depends on _____and data.

Internal resources

External resources

Procedures

Question No: 15 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative

Incremental

Raid

Question No: 16 (Marks: 1) - Please choose one

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

Question No: 17 (Marks: 1)

Define CRM?

Customer Relationship Management:

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CRM is a business strategy that goes beyond increasing transaction volume.

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Its objectives are to increase profitability, revenue, and customer satisfaction. To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales. Thus, CRM is primarily a strategic business and process issue rather than a technical issue.

Question No: 18 (Marks: 1)

What is Primary source of information?

JUST FOR IDEA.

Some definitions of primary sources:

1. Primary sources are original materials on which other research is based
2. They are usually the first formal appearance of results in the print or electronic literature (for example, the first publication of the results of scientific investigations is a primary source.)
3. They present information in its original form, neither interpreted nor condensed nor evaluated by other writers. **MY ANSWER**
4. They are from the time period (for example, something written close to when the event actually occurred.
5. Primary sources present original thinking and report on discoveries or share new information.

Question No: 19 (Marks: 2)

Differentiate CBIS from manual information systems.

In manual environment, the concept of transformation was difficult to apply, since input of data into records was by itself the output which also included simple computations. Concept of control mechanism grew stronger as computerized information systems emerged.

CBIS is an Information System that uses computer & telecommunications technology to perform its intended tasks. In CBIS, Information technology (IT) becomes a subset of the Information system.

Question No: 20 (Marks: 3) What do you understand by ESS?

Executive Support System (ESS) is a reporting means that allow you to turn your organization's data into useful summarize reports. These reports are usually used by executive level managers for quick right of entry to reports coming from all company levels and section such as billing, cost accounting, recruitment, preparation etc.

Question No: 21 (Marks: 5)

MKIS (Marketing Information system) is a type of Information System that helps

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the firm.

Discuss its basic objectives and types of marketing information?

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MKIS is a type of Information System that helps the firm to achieve following objectives:

- o Identification of customers for firm's products and services.
- o Development of those products and services to meet customers' needs
- o Promotion of the products and services, and
- o Provision of after sale customer support

Types of Marketing Information

Every information system is designed to capture some sort of information. Information requirements need to be defined before the systems are made. While designing marketing information system, following types of information should be designed.

- Marketing Intelligence – information flowing from environment into the environment
- Internal Information – gathered within the firm
- Marketing Communication – Info flowing from firm to external environment

An MKIS help in proper management and dissemination of all three kinds of information.

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

There are four main components of Expert systems

- **User Interface:** to enable the manager to enter instructions and information into an expert system to receive information from it.
- **Knowledge Base:** it is the database of the expert system. It contains rules to express the logic of the problem.
- **Inference engine:** it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.
- **Development engine** – it is used to create an expert system.

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into Hardware in the form of generalized capability to learn.

Paper#20 _____

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- ▶ False
- ▶ **True**

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Question No: 2 (Marks: 1) - Please choose one

In data mining, events that are linked over time are referred to as:

- ▶ **Sequences**
- ▶ Associations and Sequences
- ▶ Associations

http://wpscms.pearsoncmg.com/bp_laudon_mis_9/0,,2102096-justcontent,00.utf8.html

Question No: 3 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

- ▶ DSS based on the Web and Specific marketing campaigns for different customer segments
- ▶ DSS based on the Web.
- ▶ **Specific marketing campaigns for different customer segments**

Question No: 4 (Marks: 1) - Please choose one

----- Phase is required to establish the scope of the plan and the methodology and techniques to be applied.

- ▶ Assessment
- ▶ Strategic
- ▶ **Orientation** Page364

• Orientation -- This start-up phase is required to establish the scope of the plan and the methodology and techniques to be applied

Question No: 5 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

- ▶ **True**
- ▶ False

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves inventing, developing, and analyzing possible courses of action?

- ▶ Intelligence
- ▶ **Design**
- ▶ Choice
- ▶ Implementation

Question No: 7 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

- ▶ Attributes
- ▶ Policy

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► **Management**

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Question No: 8 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

- ▶ **Small Organization**
- ▶ Medium organization
- ▶ Large Organization

Question No: 9 (Marks: 1) - Please choose one Which of the following select chief executive?

- ▶ Employees
- ▶ Customers
- ▶ **Board of Directors**

Question No: 10 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

- ▶ **Procedure**
- ▶ System
- ▶ Organization

Question No: 11 (Marks: 1) - Please choose one

_____ is not connected with environment.

- ▶ **Close system**
- ▶ Open system
- ▶ Closed Loop System

Question No: 12 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

- ▶ Support system
- ▶ Decision support system
- ▶ **Transaction control system**

Question No: 13 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

- ▶ **Office automation system**
- ▶ Decision support system
- ▶ Word processing

Question No: 14 (Marks: 1) - Please choose one

RAID model combines the elements of the waterfall model with the philosophy of

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prototyping.
► True

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► **False**

Question No: 15 (Marks: 1) - Please choose one

Software is constructed step by step in the same way a building is constructed is

Known as _____

- Iterative Models
- **Incremental Models**
- Water fall model
- Rapid Model

Question No: 16 (Marks: 1) - Please choose one

Distributing common information to every one may result ----- and----- --.

- **Waste of time, confusion**
- Increase productivity, awareness
- Cut time, cost
- None of them

Distributing common information to every one may result in waste of time and confusion. Irrelevant information has no value. Page#06

Question No: 17 (Marks: 1) - Please choose one

Commentaries are the example of _____sources.

- Primary
- Tertiary
- **Secondary**

Question No: 18 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is called:

- **System Analysis**
- System Requirements
- Risk Management
- Risk Analysis

Question No: 19 (Marks: 1) - Please choose one

How many phases are there in Decision making Process?

- 2
- 3
- 4
- **5**

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Question No: 20 (Marks: 1) - Please choose one

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System design can be explained and presented in -----

- ▶ Mathematical
- ▶ Explanatory
- ▶ Flow
- ▶ Narrative Page#74

Question No: 17 (Marks: 1)

What is data?

Data is a collection of facts, such as values or measurements.

It can be numbers, words, measurements, observations or even just descriptions of things.

Question No: 18 (Marks: 1)

Identify any one weakness of Incremental Model.

- Larger picture cannot be seen until the entire system is built
- Difficult to break down the total system at early stage of product development to determine reasonable increments

Question No: 19 (Marks: 2)

Identify the purpose of Feasibility study.

Purpose of Feasibility Study

The purpose of feasibility study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

Question No: 20 (Marks: 3)

Discuss characteristics of Flat organization.

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels
- Eliminates middle level managers
- Decentralizes authority to low level managers

Question No: 21 (Marks: 5)

Discuss components of a system?

Components of a system

Following are the important components of the system.

- Input elements

Raw Data input to the computer system

- Process

Computation, analysis, application of any model

- Output elements

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Results of computation or analysis

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- Control mechanism
Comparison of actual with expected
- Feedback system
Corrective action
- Objectives
Expected/Ideal output

Question No: 22 (Marks: 10)

Discuss the concept of Knowledge/Intelligent Systems also discuss who are they built for? and What are they built for?

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called Knowledge Management. Hence the systems that aid in the creation and integration of new knowledge in the organization are called knowledge systems.

Who are they built for?

This refers to defining the knowledge workers for whom the knowledge system is being built. The term refers to people who design products and services and create knowledge for an organization. For instance

Engineers

Architects

Scientists

- Knowledge systems are specially designed in assisting these professionals in managing the knowledge in an organization.

What are they built for?

Every knowledge system is built to maintain a specific form of knowledge. Hence it needs to be defined in the start, what the system would maintain. There are major types of knowledge.

- Explicit knowledge – Structured internal knowledge e.g. product manuals, research reports, etc.
- External knowledge of competitors, products and markets
- Tacit knowledge – informal internal knowledge, which resides in the minds of the employees but has not been documented in structured form.

Knowledge systems promote organizational learning by identifying, capturing and distributing these forms of knowledge

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What aspect must be covered during feasibility study phase of SDLC...briefly discuss

A Feasibility study team should be constituted

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- Draw representatives from the departments affected by the project
- At least one person must have a detailed knowledge of computers and systems design (called system analyst).

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- At least one person should have a detailed knowledge of

1. The organization
 2. How current system operates
 3. Information needs of the system
 4. Defects in the existing system
- Consultants from the outside

2. Discuss organization model in decision making

Decision Making Approach

- Structured

Procedures are predefined for solving routine repetitive problems

- Non-structured

When problems require individual judgment, evaluation and insight varying on case-to-case basis

3. Define basic goals of component of computer integrated manufacturing

CIM has three basic goals

- Simplification of all manufacturing technologies and techniques
- Automation of as many of the manufacturing processes as possible by integration of many information technologies like
 - o Flexible Manufacturing Systems – a form of flexible automation in which several machine tools are linked together by a material-handling system controlled by a central computer. It is distinguished from an automated production line by its ability to process more than one product style simultaneously.
 - o Computer aided Engineering (CAE) -- the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools.
 - o Just in time (JIT) – A Japanese idea that inventory is manufactured (or acquired) only as the need for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.
- Integration and coordination of all the manufacturing aspects through computer hardware and software.

4. Why prototypes are used

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

5. What is the key task of CRM customer relationship management? Key CRM Tasks

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- Customer Identification -- Identifying customer through
 - ☐ Marketing channels,
 - ☐ Transactions,
 - ☐ Interactions overtime,
 - Customer Differentiation – Segregating customers, with respect to.
 - ☐ Their lifestyles
 - ☐ Attitudes
 - ☐ Perception about Co.'s products
 - Customer Interaction – Efforts made to retain customers for long-term profitability and relationship.
 - Customization / Personalization
- “Treat each customer uniquely” is the motto of the entire CRM process. Through the personalization process, the company can increase customer loyalty.

6. *Designing file or database is the major components of system designing ... describe the basic purpose ...*

Designing file or database

This serves following purposes:

- Data accessibility is ensured to the user is ensured as and when required.
- Data consistency – data updates in master file will automatically update the data in the whole system.
- Data is efficiently processed & stored.
- Data integrity that is Correctness of data is ensured. This does not mean that incorrect amounts entered into the computer will be automatically corrected by because the computer only records what is entered but if there is an error in entering pre-defined parameters these would be corrected or thrown up as an error. Further, the data processed according to the pre-defined procedures every time around without any change unless an error has been caused to the program handling the data.

Cs507 today latest paper 5-12-2010 Incremental Model

what are the conglomerate organizations?

RAID model

waterfall model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

system analyst

Computer Integrated Manufacturing

Define different models of SDLC?

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Spiral Model.

Physical design

ALL REPEATED

Office automation system

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization

What do you understand by Rational-Man Model? (5 marks) Rational Man Model

- In a rigorous rational model, it is presumed that the individual is rational enough to accurately rank all the alternatives.
- However, in the real world of humans, specifying all of the alternatives and consequences is impossible.
- Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty.
- Real life situations need to be given room for chances which this model does not provide for.

Rational Man Model – Example

1. In a pharmaceutical drug company, the preparation and testing of life saving drug is a critical phase, and choice of a perfect alternative is inevitable. Hence the information system devised to support it should be such that it can record and monitor even the slightest variations.
2. In an ammunitions factory, the testing and quality control of various bullet, shells, missiles, bombs, etc is a sensitive issue. Since chances of error are quite high, the system from selecting and discarding should be with high sensitivity level.

What are the primary issues to be considered during system development process?
(5 marks)

Objective of MRP (3 marks)

It helps meeting three objectives:

- o Ensure materials and products are available for production and delivery to customers.
- o Maintain the lowest possible level of inventory.
- o Plan manufacturing activities, delivery schedules and purchasing activities.

Explain System Design & Identify its steps (5 marks)

System Design maybe defined as “A problem solving technique that re-assembles a system’s components back into a complete system. This may involve adding, changing

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deleting pieces relative to the original system” or alternatively as “the process or art of

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defining the hardware and software architecture, components, modules, interfaces, and data for a computer system to satisfy specified requirements.”

Once the existing system is analyzed and user requirements established they need to be either incorporated into the existing computerized system or assist in the development of a new system.

The major components of system design are:

- Designing usable and complete input
- Designing well defined and usable output with flexibility to redefine presentation of outputs in any form.
- Designing file or database
- Designing user interface (input screen as it would be seen by the user)

Define MIS (2 marks)

In a management information system, modern, computerized systems continuously gather relevant data, both from inside and outside an organization. This data is then processed, integrated, and stored in a centralized database (or data warehouse) where it is constantly updated and made available to all who have the authority to access it, in a form that suits their purpose.

Define Technical feasibility (2 marks)

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution
- Volume of transactions which can processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution

What are DSS models (3 marks)

Decision Support Systems was defined by Bill Inmon, father of data warehouse, as “a system used to support managerial decisions. Usually DSS involves the analysis of many units of data in a heuristic fashion. As a rule, DSS processing does not involve the update of data”

Define different types of SDLC models (5 marks) Types of System Development Life-Cycle Model

☐ **Waterfall model / Classic lifecycle/ Linear Sequential Model**

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

☐ **Incremental Models**

In incremental models, software is built not written. Software is constructed step by step

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in the some way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code

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pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

☐ *Iterative Models*

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Benefits of MRP II (5 marks) Benefits of MRP II

MRP II involves the entire company

- o Management business rules for strategic planning can be set, and enforced by MRP II.
- o Sales and Marketing can incorporate sales goals that fit material and capacity constraints.
- o Relationships can be developed with vendors to improve purchasing just in time.
- o Inventory shortages can be seen before they happen, with communications to customers to get approval of substitutions that will get a part that does the same thing, on schedule.
- o Accounting and finance departments get accurate costs, and predict cash flow.

What are the basic components of DSS?

There are two major components

- **DSS data base** – is a collection of current and historical data from internal external sources. It can be a massive data warehouse.
- **Decision Support Software system** – is the set of software tools used for data analysis.

Define the following:

- a) **Ethics** are moral choice made by individual in relation to the rest of the community, rules of governing members and standards of acceptable behavior.
- b) **Code of ethics** is collection of rules as guide for the members of the organization.

What is Data Driven Decision Support System?

Data driven DSS use large pool of data in major organizational systems they help to extract information from large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

They use following techniques for data analysis

- Online analytical processing, and
- Data mining

Define Re-engineering?

Re engineering is the fundamental rethinking and redesigning of business process to

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achieve dramatic improvement in critical, contemporary measures of performance, such as cost, quality, service and speed.

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List any five reasons that attract organizations to ERP?

1. Planning the operations
2. Integrated customer related information – order tracking with customer database, inventory and shipment at different locations.
3. Standardized HR information – A company with multiple business units will require a comprehensive and all-encompassing method of locating employees and communicating with them.
4. Integrated financial information and analysis.
5. Monitoring the operations including those of sub-vendors and manufacturers

How the information is kept in the purchase system?

A simple example can be given of a purchase and sales system. In a typical purchase system information related to purchase of materials is kept, for instance,

- ☐ Orders for the purchase of various materials
- ☐ Status of deliveries received against specific orders
- ☐ Changes in the order quantity, time, day or other information
- ☐ Quality inspection reports and whether they need to be communicated to the supplier
- ☐ Updated status report of stock
- ☐ Issues made out of the stock

What is information Quality Checklist?

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information. Those some points which are used to evaluate the quality are known as quality checks.

List information Requirements for Medium sizes organizations.

Information Requirements of Medium Sized Organizations

As size of the organization increases, the importance of planning for information also increases. The planning on long-term basis also helps in monitoring of information against planning

Differentiate CRM from ERP

CRM and ERP may focus on different things, but there's power in getting them to work together.

CRM and ERP have a collaborative relationship. Imagine that CRM is the point of a large V that faces outward to your customer base, where it is used to track and predict sales. ERP is an internal system that coordinates information between various departments and ensures the lifeblood flows through your enterprise to help profitability.

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What do you understand by OLAP?

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Online Analytical Processing is Decision support software that allows the user to quickly analyze information that has been summarized into multidimensional views and hierarchies. The term online refers to the interactive querying facility provided to the user to minimize response time

a) EC (E commerce)

Electronic Commerce (e-commerce or EC) describes the buying, selling, and exchanging of products, services, and information via computer network, primarily the internet. Some people view the term commerce as describing transactions conducted between business partners.

b) EB (E business)

E-business means using the internet and online technologies to create operating efficiencies, and therefore increase value to the customer. It is internally focused. All e-commerce is part of e business.

Not all e-business is e-commerce

Objective of Having Systems

- To subject a predefined amount of input (tangible, intangible) to predefined set of instructions in order to achieve an expected quality and amount of output.
- Effective and efficient utilization of resources

Data Warehouse

- A data warehouse is a logical collection of information.
- It is gathered from many different operational databases used to create business intelligence that supports business analysis activities and decision-making tasks.
- It is primarily, a record of an enterprise's past transactional and operational information, stored in a database designed to favor efficient data analysis and reporting.
- The term data warehouse generally refers to the combination of many different databases across an entire enterprise.
- Data warehouses contain a wide variety of data that present a coherent picture of business conditions at a single point in time.
- Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

Types of Mathematical Models

Mathematical models can further be classified as follows, based on

- Influence of time – whether the event is time dependant or related
- Degree of certainty – the probabilities of occurrence of an event
- Level of optimization – the perfection in solution the model will achieve.

Hence use of right model in decision support software is critical to the proper

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functionality of the system.

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Expert System

An expert system is a computer program that attempts to represent the knowledge of human experts in the form of Heuristics. It simulates the judgment and behavior of a human or an organization that has expert knowledge and experience in a particular field.

Examples are

- Medical diagnosis,
- Equipment repair,
- Investment analysis,
- Financial, estate and insurance planning,
- Vehicle routing,
- Contract bidding

Heuristics

Heuristic is the art and science of discovery and invention. The word comes from the same Greek root as "eureka", which means "I have found it". A heuristic is a way of directing your attention fruitfully. It relates to using a problem-solving technique, in which the most appropriate solution is found by alternative methods. This solution is selected at successive stages of a program for use in the next step of the program.

ESS vs. DSS

ESS implies more of a war room style graphical interface that overloos the entire enterprise. A decision support system (DSS) typically provides a spreadsheet style "what if?" analysis capability, often for only one department or one product at time.

Computerized vs. Manual environment

The difference between the manual and computerized environment arises due to the following reasons, quite simply because of the different nature of the environments:

- **Logical access control** issues in computerized environment.
- **Duplication of clerical work** generally observed in a manual environment is eliminated in the computerized environment.
- *Automatic generation of specified reports*: In a computerized environment as opposed to manual data compilation.
- Data integrity is more fully secured in a computerized environment with addition or authorized changes in data being automatically updated for all purposes through a single button effort as opposed to making changes or updating in each register or record affected by the same in a manual environment.
- Drill down function to conduct analysis of recorded data is available in a computerized environment as opposed to undertaking a manual analysis of all data.
- Flexibility of presenting data in desired or different format including using specified data to be shown graphically is available in computerized environment.

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- Data Security and confidentiality can be assured to a higher degree in a computerized

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Automation has not enhanced the availability of information.

True

False

Automation has enhanced the availability of information. Page#47

Management information system (MIS) is that linked to all the information systems in an organization.

True

False Page#53

Accounting information system (AIS) is linked to all the information systems in an organization.

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

True

False Page#56

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

Evaluate recovery patterns, relevant costs involved is an example of Choice phase

TRUE

FALSE Page#59

Monitoring example: Evaluate recovery patterns, relevant costs involved

BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

True

False Page#50

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

Devise a discount or training policy is an example of choice phase.

TRUE

FALSE Page#59

Design example: Devise a discount or training policy

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RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False Page#79

(Handout page 94) incremental model combines the elements of the waterfall model with the philosophy of prototyping.

There are TWO phases of the decision making process

► TRUE

► **FALSE** Page#60

There are five phases of the decision making process

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

► True

► **False**

There are TWO phases of the decision making process

► TRUE

► **FALSE**

Organization is a group of elements that are integrated with the common purpose of achieving an object.

► True

► **False** Page#20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Instead of Information, data is more important in day to day decision making.

► True

► **False** Page#01

Information is required in day to day decision making.

Question No: 2 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

► **False** Page#07

► True

Small organizations usually have simple management structure

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Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► False Page#79

Incremental Model

This model combines the elements of the waterfall model with the philosophy of prototyping.

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

► True

► False Page#82

The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

Plans provide a direction but not framework for action.

► True

► False Page#64

Plans provide a direction and framework for action.

CBIS helps in updating every change being triggered in less time and with more effort.

► True

► False

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► False

Medium size organizations usually have simple management structure than those of small organizations.

True

False

The Iterative model emphasizes the need to go back and reiterate earlier steps number of times as the project progresses.

True

False Page#82

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses

1. Small organizations usually have complex management structure.

True

False Page#07

Small organizations usually have simple management structure

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11. There are TWO phases of the decision making process

TRUE

FALSE

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False

Automation has not enhanced the availability of information.

True

False

Organization is a group of elements that are integrated with the common purpose of achieving an object.

True

False

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

► True

► **False**

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Every decision we take in daily life requires some sort of data about the alternatives available.

True

False

Every decision we take in daily life requires some sort of information about the alternatives available.
Page#01

Every system comprises of basic components which in a co-ordination formulate a system.

True

False

Every system comprises of basic components which in coordination formulate a system. Page#23

There are five phases of the decision making process

True Page#58

False

Decision-making process

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – *implementing the selected course of action*
- **Monitoring** – checking the consequences of the decision made after implementation

Knowledge-Discovery in Databases and Data mining are known as thing.

True Page#36

False

Data mining is also known as Knowledge-Discovery in Databases (KDD)

MIS and DSS can be seen as having a systematic approach towards problem solution.

True Page#62

False

MIS and DSS can be seen as having a systematic approach towards problem solution.

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True Page#69

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of

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times as the project progresses.

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True Page#82

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True Page#21

False

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True Page#44

False

Question No: 11 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

True

False

Question No: 12 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

True

False

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True Page#86

False

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True Page#86

False

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

True

False

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Question No: 3 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

True Page#08

False

Every system comprises of basic components which in a co-ordination formulate a system.

True Page#23

False

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

True Page#83

False

Every decision we take in daily life requires some sort of information about the alternatives available.

True Page#01

False

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True Page#33

False

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm.

Data warehouses are generally batch updated at the end of the day, week or some period.

False

True Page335

Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

True Page#65

False

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Using a decision support system involves an interactive analytical modeling process.

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TRUE

FALSE

<http://www.scribd.com/doc/4545637/Decision-Support-Systems> (Page#23)

Question No: 1 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of information about the alternatives available.

True Page#01

False

Question No: 2 (Marks: 1) - Please choose one

A structure through which individuals cooperate systematically to conduct business called organization.

True Page#15

False

Closed system is dependent on the internal resources and data.

True Page#24

False

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

Targeting advertising to customers to increase the probability that an offer is accepted

True Page#43

False

CRM reduces cost of sales and distribution by Targeting advertising to customers to increase the probability that an offer is accepted

Production subsystem needs to be linked with the marketing system to produce right amount of product.

True Page#53

False

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

True Page#53

False

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

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True Page#56

False

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Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

True Page#82

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True Page#82

False

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

True Page#02

False

Question No: 2 (Marks: 1) - Please choose one

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True Page#16

False

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True Page#78

False

Manufacturing process involves more than one sub-process.

True Page#08

False

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

Question No: 2 (Marks: 1) - Please choose one

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

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True

False

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True Page#34

False

The departmental structures are different in banking and financial sector

True Page#46

False

Question No: 7 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

True Page#54

False

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True Page#56

False

Question No: 9 (Marks: 1) - Please choose one

Devise a discount or training policy is an example of design phase

TRUE Page#59

FALSE

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

► **True Page#34**

► False

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

► **True Page#19**

► False

Every system comprises of basic components which in a co-ordination formulate a system.

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- ▶ **True**
- ▶ False

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Question No: 3 (Marks: 1) - Please choose one

Data warehouses are generally batch updated at the end of the day, week or some period.

► **True**

► False

Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

► **True Page#61**

► False

Rational Man Model

Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

► **True**

► False

Question No: 8 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

► **True Page#51**

► False

Using a decision support system involves an interactive analytical modeling process.

► **TRUE**

► FALSE

The comparison of actual system with expected system is done with the help of control mechanism.

► False

► **True**

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True Page#79**

► False

The first increment is usually the core product which addresses the basic requirements of the system.

Information that is outdated, inaccurate, or hard to understand has much less value.

► **True**

► False

MIS is the primary source for the managers to be aware of red-alerts.

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► **TRUE** Page#58

► FALSE

Cost benefit analysis is must in choosing an alternative in a decision making model.

► False

► **True** Page#62

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

► False

► **True** Page#53

There are five phases of decision making process.

► **True**

► False

Question No: 17 (Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

► **True** Page#87

► False

Question No: 18 (Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

► **TRUE**

► FALSE

There are five phases of the decision making process, first one is intelligence.

► **True**

► False

Phases of decision-making process are:

1. Intelligence, 2. Design, 3 Choices, 4 Implementation, 5 monitoring

Information should be tailored in accordance with the organization's culture and structure.

► **True** Page#13

► False

Information by itself is proving to be the most critical resource for organizations.

► **True** Page#55

► False

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

► **True** Page#83

► False

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Question No: 9 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

- ▶ **True**
- ▶ False

Question No: 10 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ False

Companies are investing in data-driven decision support application frameworks to help them respond to • Changing market conditions & • Customer needs

- ▶ **TRUE**
- ▶ FALSE

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

- ▶ **True Page#82**
- ▶ False

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- ▶ **True Page#86**
- ▶ False

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

- ▶ No
- ▶ **Yes**

Question No: 18 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

- ▶ **True**
- ▶ False

Data Warehouse combines databases across an entire enterprise

- ▶ **True Page#35**
- ▶ False

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The term data warehouse generally refers to the combination of many different databases across an entire enterprise.

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Question No: 5 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

▶ **True**

▶ False

Computer-aided manufacturing (CAM, is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

▶ **True Page#51**

▶ False

Devising a discount or training policy is an example of design phase.

▶ **TRUE**

▶ FALSE

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

▶ **True**

▶ False

Evaluate recovery patterns, relevant costs involved is an example of monitoring

▶ **TRUE**

▶ FALSE

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

▶ **True Page#10**

▶ False

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

▶ **True**

▶ False

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

▶ **True**

▶ False

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

▶ **TRUE**

▶ FALSE Information that is outdated, inaccurate, or hard to understand has much less value

▶ **TRUE**

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► FALSE

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System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► True

► False

There are five phases of the decision making process, first one is intelligence.

► True

► False

Information should be tailored in accordance with the organization's culture and structure.

True

False

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

True

False

5. The components of open loop system do not include control and feedback mechanism.

True Page#20

False

The components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives.

6. Every system comprises of basic components which in a co-ordination formulate a system.

True

False

9. Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

True

False

18. Cost benefit analysis is must in choosing an alternative in a decision making model.

False

True

Every decision we take in daily life requires some sort of information about the

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alternatives available.

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True

False

Question No: 2 (Marks: 1) - Please choose one

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True

False

Question No: 3 (Marks: 1) - Please choose one

The components of open loop system do not include control and feedback mechanism.

True

False

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True

False

Systems analysts work as a link between Business people, & Computer Programmers.

True

False.

Waterfall model places emphasis on documentation (such as requirements Documents and design documents) as well as source code.

True

False

Question No: 10 (Marks: 1) - Please choose one

The purpose of feasibility Study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

True

False

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

Call centers use automatic call distributors (ACD's) to route calls to the appropriate agent.

True Page#45

False

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The comparison of actual system with expected system is done with the help of control mechanism.

► **False**

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▶ **True**

Information that is outdated, inaccurate, or hard to understand has much less value.

▶ **True**

▶ False

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

_ Primary

_ Tertiary

All of above

_ Secondary

REF:

1.2 Sources of Information

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

True

_ False

1.2 Sources of Information

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 3 (Marks: 1) - Please choose one Manufacturing process involves more than one sub-process.

True

_ False Pg:8

1. Manufacturing Sector

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

Question No: 4 (Marks: 1) - Please choose one

The organization refers to a organizational structure with few or no levels of intervening management between staff and managers is called-----

_ Hierarchical organization

Flat Organization

_ Pyramid Organization

Pg:10

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Flat

Flat organization refers to an organizational structure with few or no levels of intervening management between staff and managers.

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Question No: 5 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

☒ **Open loop system**

☐ Closed loop system

☐ Closed end System

Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,
 - o Input
 - o Process
 - o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 6 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

☒ **True**

☐ False Pg:23

8.1 Components of a system

Every system comprises of basic components which in a coordination formulate a system.

Question No: 7 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

☐ Robustness

☒ **Heuristic**

☐ DSS

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_EIS

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Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem solving. It assists in non-routine decision making process due to powerful analytical abilities.

Question No: 8 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

☒ Neural network System

☐ Fuzzy logic

☐ DSS

☐ ESS

Pg:41

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into the hardware in the form of generalized capability to learn.

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

☒ True

☐ False

Pg:89

21.2 Prototyping

“Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.”

Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

☐ Prototyping

☐ Iterative

☒ Incremental

☐ RAID

Pg:84

Incremental Model

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of

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prototyping.

Question No: 11 (Marks: 1) - Please choose one

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Management information system (AIS) is that linked to all the information systems in an organization.

True

False

Corrected by

Pg:55

Accounting information system (AIS) is linked to all the information systems in an organization.

Question No: 12 (Marks: 1) - Please choose one Technical Reports are examples of _____ resource.

☐ Tertiary

☒ **Primary**

☐ Secondary

Pg:2

Some examples of primary sources: 1. Scientific journal articles reporting experimental research results

2. Proceedings of Meetings, Conferences.

3. Technical reports

4. Dissertations or theses (may also be secondary)

5. Patents

Question No: 13 (Marks: 1) - Please choose one Organizations are distinguished on the basis of _____

☐ Attributes

☐ Policy

☒ **Management**

Pg:10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure

- Culture of the Organizations

- Management Style

- Decision Making Style

Question No: 14 (Marks: 1) - Please choose one _____ **are run under direct supervision of family members.**

☐ Small Organization

☒ **Medium organization**

☐ Large Organization

Pg:7

Medium sized organizations are run under direct supervision of the family members

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which rarely extends to segregation of duties and delegation of authority.

Question No: 15 (Marks: 1) - Please choose one

In _____ there are low number of subordinates per person.

– Pyramid Structure

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- _ Flat Structure
- _ Modern Structure

(need to be solved)

Question No: 16 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

☒ **Flat Structure**

- _ Tall Structure
- _ Classical structure

Pg:11

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels

Question No: 17 (Marks: 1)

Define TQM?

Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers. An organizational undertaking to improve the quality of manufacturing and service, it focuses on obtaining continuous feedback for making improvements and refining existing processes over the long term.

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

Conglomerate

A company that owns a number of other companies

with widely diversified activities.
Conglomerate

A
firm

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engaged in two or more unrelated businesses.

Conglomerate:

A large group of companies spanning different industrial or business activists, controlled by a single entity

For more details click here <http://en.mimi.hu/business/conglomerate.html>.

Question No: 19 (Marks: 2)

What aspects should be covered by design of information flow?

Design of the information flow

It is a major step in the conceptual design. Following aspects should be covered

- Flow of data & information and transformation points
- The frequency and timing of flows
- *The extent of formality in these flows – input forms, report formats.*

Question No: 20 (Marks: 3)

How the chief executive is elected in any organization and what are his responsibilities?

A **chief executive officer** (CEO, U.S. English), **managing director** (MD, UK English),

^[1] or **chief executive** is the highest-ranking corporate officer (executive)

or administrator in charge of total management of an organization. An individual

appointed as CEO of a corporation, company, organization, or agency reports to the board of directors.

Many CEOs have the title "president and CEO", which means they are either also the chief operating officer or (especially in the United States) also the president (chairperson) of the board of directors

RESPONSIBILITIES

The responsibility of the chief executive officer is to align the company, internally and externally, with her or his strategic vision. The core duty of a CEO is to facilitate business outside of the company while guiding employees and other executive officers towards a central objective. The size and sector of the company will dictate the secondary responsibilities. A CEO must have a balance of internal and external initiatives to build a sustainable company.^[2]

- ☐ For corporations, the chief executive officer primarily coordinates external initiatives at a high level. As there are many other c-level executives (e.g. marketing, information, technical, financial etc.), seldom do corporate CEOs have low-level functions.
- ☐ For emerging entrepreneurs, their acting position as a CEO is much different than that on the corporate level. As often other c-level executives are not incorporated in

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small operations, it is the duty of the CEO (and sometimes founder) to assume those positions.

- Mid-sized companies borrow from corporate and entrepreneurial CEO responsibilities. There will not be all c-level positions available so the CEO must compensate for gaps either through delegating or assuming additional responsibility.
- for more detail plz click here http://en.wikipedia.org/wiki/Chief_executive_officer

Question No: 21 (Marks: 5)

Identify the basic purpose of DFD and Identify the steps of Designing a DFD for any process?

The purpose of data flow diagrams is to provide a linking bridge between users and systems developers.

The data flow diagrams are:

- Graphical, eliminating thousands of words;
- Hierarchical, showing systems at any level of detail; and

They have less jargon, allowing user understanding and reviewing.

Data flow diagrams facilitate users to understand how the system operate. DFD's also help developers to

better understand the system which helps in avoiding delays in proper designing, development, etc. of projects. page 106

Rules for DFD's

The DFD as an analytical tool follows certain rules. These rules help in achieving the level of standardization.

- There should be no black holes, gray holes, miracles.
- Do not leave things unlabeled
- the DFD should not include data flows that are unassociated with the process.

Data Flows cannot be without a process or function being involved in the flow. Below are given three

diagrams that indicate bad practices. There has to be a process in between these three diagrams.

For a better understanding of data flow diagram, two diagrams are drawn for the same process. The

diagram A includes some errors/ violation of rules usually used and diagram B is the amended picture

how the correct DFD should lo like.

The process covered in these diagrams is as follows.

- The number of hours employees have worked is recorded and employee time record is created

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stored in employee time file.

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- Employee salary information is taken from employee master file which is used along with time records to calculate gross pay.
- The leads to the calculation of deductions leading to computation of net pay.
- Payrolls slips are printed used for
- Record purpose in the employee master file.
- Preparation of checks
- Paychecks and a copy of pay slip is given to the employees.==> PAGE 108

Question No: 22 (Marks: 10)

Discuss the purpose of Feasibility Study? Discuss key areas?

Entry and Feasibility Study

The purpose of this phase is to obtain a commitment to change and to evaluate whether cost effective

solutions are available to address the problem or opportunity that has been identified.

Following examples

can be considered to explain this situation.

Say a problem has been recognized by a group of users. They believe they can design and

implement a solution themselves using a high level language. Their proposed system will have

little impact on others within the organization, nor will it be material from the viewpoint of the

overall organization. In this situation, the users are already motivated to bring about change.

Thus activities to accomplish successful entry are minor or unnecessary.

- On the other hand, consider a solution where potential solutions will have a widespread impact

on the overall organization. Activities to accomplish successful entry are now critical.

Information systems professionals must seek to establish themselves as legitimate change agents among the stake holders. Moreover they must seek to foster among the stakeholders a

commitment to change. If potential solutions will have a significant impact on task and social

systems, a spirit of collaborative analysis and evaluation among stakeholders must be developed.

Once the entry is successful, a preliminary study can be carried out to evaluate the feasibility of the new

system. A Feasibility study team should be constituted

- Draw representatives from the departments affected by the project
- At least one person must have a detailed knowledge of computers and systems design (called

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system analyst).

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- At least one person should have a detailed knowledge of
 1. The organization
 2. How current system operates
 3. Information needs of the system
 4. Defects in the existing system
- Consultants from the outside

Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?
- Response times – time between request and execution
- Volume of transactions which can be processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution

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CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

☐ **Primary**

☐ *Tertiary*

☒ **All of above**

☐ **Secondary**

REF:

1.2 Sources of Information

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

☒ **True**

☐ **False**

1.2 Sources of Information

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Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 3 (Marks: 1) - Please choose one Manufacturing process involves more than one sub-process.

☒ **True**

☐ **False**

Pg:8

1. Manufacturing Sector

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

Question No: 4 (Marks: 1) - Please choose one

The organization refers to a organizational structure with few or no levels of intervening management between staff and managers is called-----

☐ **Hierarchical organization**

☒ **Flat Organization**

☐ **Pyramid Organization**

Pg:10

Flat

Flat organization refers to an organizational structure with few or no levels of intervening management between staff and managers.

Question No: 5 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

☒ **Open loop system**

☐ **Closed loop system**

☐ **Closed end System**

Pg:20

7.3.1 Open-Loop System

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The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,
 - o Input
 - o Process
 - o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 6 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

☒ **True**

☐ *False Pg:23*

8.1 Components of a system

Every system comprises of basic components which in a coordination formulate a system.

Question No: 7 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

☐ **Robustness**

☒ **Heuristic**

☐ **DSS**

☐ *EIS Pg:33*

Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem

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solving. It assists in non-routine decision making process due to powerful analytical abilities.

Question No: 8 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

- ☒ **Neural network System**
- ☐ Fuzzy logic
- ☐ DSS

_ ESS Pg:41

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into the hardware in the form of generalized capability to learn.

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

- ☒ **True**
 - ☐ False
- Pg:89

21.2 Prototyping

“Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.”

Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

- ☐ Prototyping
- ☐ Iterative

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Incremental

_ RAID

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Pg:84

Incremental Model

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 11 (Marks: 1) - Please choose one

Management information system (AIS) is that linked to all the information systems in an organization.

☒ True

☐ False

Pg:55

Accounting information system (AIS) is linked to all the information systems in an organization.

Question No: 12 (Marks: 1) - Please choose one Technical Reports are examples of _____ resource.

☐ Tertiary

☒ Primary

☐ Secondary

Pg:2

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents

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Question No: 13 (Marks: 1) - Please choose one Organizations are distinguished on the basis of _____

- ☐ Attributes
- ☐ Policy

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Management Pg:10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure
- Culture of the Organizations
- Management Style
- Decision Making Style

Question No: 14 (Marks: 1) - Please choose one

_____are run under direct supervision of family members.
_ Small Organization

Medium organization

_ Large Organization

Pg:7

Medium sized organizations are run under direct supervision of the family members which rarely extends to segregation of duties and delegation of authority.

Question No: 15 (Marks: 1) - Please choose one

In _____there are low number of subordinates per person.
_ Pyramid Structure
_ Flat Structure
_ Modern Structure

(need to be solved)

Question No: 16 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

Flat Structure
_ Tall Structure
_ Classical structure

Pg:11

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels

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Question No: 17 (Marks: 1) Define TQM?

Question No: 18 (Marks: 1)

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What are the conglomerate organizations?

Question No: 19 (Marks: 2)

What aspects should be covered by design of information flow?

Question No: 20 (Marks: 3)

How the chief executive is elected in any organization and what are his responsibilities?

Question No: 21 (Marks: 5)

Identify the basic purpose of DFD and Identify the steps of Designing a DFD for any process?

Question No: 22 (Marks: 10)

Discuss the purpose of Feasibility Study? Discuss key areas?

MIDTERM EXAMINATION

Fall 2008

CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Following statement is true for which of the following model?

Provides early indication of insurmountable risks, without much cost

▶ **Spiral Model**

▶ ☐ ☐ ☐ ☐

▶ ☐ ☐ ☐ ☐ ☐

▶ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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Question No: 2 (Marks: 1) - Please choose one

Devaluation of currency is called _____

☐ Interest rate

☒ Inflation

☐ Markup

Question No: 3 (Marks: 1) - Please choose one

_____ sources materials in which the information from secondary sources has been digested.

☒ Primary

☐ Tertiary

☐ Secondary

Question No: 4 (Marks: 1) - Please choose one

Debtor's aging report Debtor's aging report is an example of the following phase?

☐ _____

☒ Design

☐ Intelligence

Question No: 5 (Marks: 1) - Please choose one

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There are TWO phases of the decision making process

☒ TRUE

☐ FALSE

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

- ▶ Intelligence
- ▶ **Design**
- ▶ Choice
- ▶ Implementation

Question No: 7 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

- ▶ **True**
- ▶ ☐

Question No: 8 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall

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model with the philosophy of prototyping?

☐ Prototyping

☐ Iterative

☒ Incremental

☐ RAID

Question No: 9 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- ▶ ☒ System Analysis
- ▶ System Design
- ▶ Risk Management
- ▶ Risk Analysis

Question No: 10 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

- ▶ DSS based on the Web and Specific marketing campaigns for different customer segments
- ▶ Specific marketing campaigns for different customer segments

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- ▶ **DSS based on the Web.**

Question No: 11 (Marks: 1) - Please choose one

Targeting advertising to customers to ----- the probability, that an offer is accepted.

- ▶ Decrease
- ▶ **Increase**
- ▶ Stable

Question No: 12 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

- ▶ **True**
- ▶ False

Question No: 13 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of

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informational tools.

▶ **Skill Set**

▶ Data Set

▶ Tool Set

Question No: 14 (Marks: 1) - Please choose one

Infrastructure, generally, is the set of interconnected structural [elements](#) that provide the framework for supporting the entire [structure](#)

▶ **Infrastructure**

▶ Decision Support System

▶ Management System

Question No: 15 (Marks: 1) - Please choose one

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

▶ **True**

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► False

Question No: 16 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

- **Primary**
- Secondary
- Tertiary
- None of these

Question No: 17 (Marks: 1)

On what factors need of information depends in any organization?

Solution:-

Good information is essential for effective operation and decision making at all levels in businesses. Identifies and illustrates the different kinds of information by the complex internal and external communication links of a typical R&D department. Discusses the factors which condition managers' use of information, namely managers' roles and tasks; decision-making processes (strategic and operational); rational and alternative behaviour; cognitive style and perception; and “hidden agenda” factors such as the symbolic use of information and information as power. Supported by selected readings, and tables of information types, processes and uses.

Question No: 18 (Marks: 1)

Define TQM?

Solution:

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TQM is a set of management and control activities which focus on quality assurance.

Question No: 19

(Marks: 2)

Enlist the types of models used in DSS.

Solution:-

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 20

(Marks: 3)

What is the need for Accounting information system (AIS) to be linked to all the information systems in an organization. ?

Solution:-

Accounting information system is linked to all the information systems in an organization. This is important because the data required for proper book keeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

The purpose of AIS is to accumulate data and provide decision makers (investors, creditors, and managers) with information to make decision.

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Solution:

There are several surveys indicate that a significant percentage of data warehouses fail to meet business objectives or are outright failures. One of the reasons for this is that requirement analysis is typically overloaded in real projects. Goal-oriented approach to requirement analysis for data warehouses based on the Tropos

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methodology. Two different perspectives are integrated for requirement analysis: organizational modeling, centered on stakeholders, and decisional

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modeling, focused on decision makers. Our approach can be employed within both a demand-driven and a mixed supply/demand-driven design framework.

Also Functional security requirements of information systems can roughly be classified into two: computer security requirements and communications security requirements. Challenges for developing notations for expressing these requirements are numerous, most importantly the difficulty of dealing with layers of abstraction, flexibility to adapt into many types of requirements, groupings of requirements, and requirement dependencies. Many frameworks for dealing with information security highlight the importance of a properly defined organization of security but fail to establish models to support the specification. This paper establishes one such model and demonstrates how the above difficulties can be overcome through extensive application of organizational modeling of information security.

Question No: 22 (Marks: 10)

What are the management styles? Discuss in details.

Solution:-

Various management styles can be employed dependent on the culture of the business, the nature of the task, the nature of the workforce and the personality and skills of the leaders..

There are three Management Styles.

- Authoritative
- Participative
- Mixed

1)Authoritative

An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management. Objectives and tasks are set and the workforce is expected to do exactly as required. The communication involved with this method is mainly downward, from the leader to the subordinate; critics such as Elton Mayo have argued that this method can lead to a decrease in motivation from the employee's point of view. The main advantage of this style is that the direction of the business will remain constant, and the decisions will all be similar, this in turn can project an image of a confident, well managed business. On the other hand, subordinates may become highly dependent upon the leaders and supervision may be needed. Amanda Glass is the founder of this unique management style.

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2) Participative

In a Democratic style, the manager allows the employees to take part in decision making, therefore everything is agreed by the majority. The communication is extensive in both directions. This style can be particularly useful when complex decisions need to be made that require a range of specialist skills: for example, when a new computerized system needs to be put in place and the upper management of the business is computer illiterate. From the overall business's point of view, job satisfaction and quality of work will improve. However, the decision-making process is severely slowed down, and the need of a consensus may avoid taking the best decision for the business.

3) Mixed

This approach is a combination of both above styles. Input is taken and respected, final decision is taken by the senior management keeping in view the views given by the employee.

MIDTERM EXAMINATION

Spring 2009

CS507- Information System (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

The organizational structures are formulated in order to efficiently manage which of the following:

► Business Cost

► **Business Operations**

► Business Size

Ref: PAGE # 5

The organizational structures are formulated in order to efficiently manage the **business operations**.

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Question No: 2 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ▶ WTO
- ▶ Company Ordinance
- ▶ **Business Environment**
- ▶ Company Structure

Ref: PAGE # 14

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Question No: 3 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- ▶ False
- ▶ **True**

Ref: PAGE # 20

• **Control mechanism**

Comparison of actual with expected

Question No: 4 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

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► Risk Analysis

► **System Analysis**

► System Design

► Risk Management

Ref: PAGE # 92

System Analysis:

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Question No: 5 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True**

► False

Ref: PAGE # 85

The first increment is usually the core product which addresses the basic requirements of the system.

Question No: 6 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

► **Physical**

► Logical

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► None of above options

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► Commercial

Ref: PAGE # 81

Physical Design

The logical design is converted to physical design in this phase. The **physical design involves breaking up the logical design into units**, which in turn can be decomposed further into implementation units such as programs and modules.

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

► **CAM**

► CIM

Ref: PAGE # 53

Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question No: 8 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

► True (Doubt)

► False

Question No: 9 (Marks: 1) - Please choose one

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Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► **Choice**

► Implementation

► Intelligence

Ref: PAGE # 61

Decision-making process

- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action
- **Choice – selecting a course of action from those available**
- Implementation – implementing the selected course of action
- Monitoring – checking the consequences of the decision made after implementation

Question No: 10 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

► TRUE

► **FALSE**

Question No: 11 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

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► TRUE

► FALSE

Ref: PAGE # 61

Intelligence: Identifying the problems occurring in an organization. MIS is the primary source for the managers to be aware of red-alerts.

Question No: 12 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

► Size

► Quality

► Need

Ref: PAGE # 6

Information Quality Checklist:

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the **quality** of information.

Question No: 13 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

► Service sector

► Manufacturing Sector

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► Trading sector

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Ref: PAGE # 8

Information Requirements of Manufacturing Sector:

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

Question No: 14 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

► True

► False

Ref: PAGE # 23

A **system** is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 15 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as_____.

► Support system

► Decision support system

► Transaction control system

Ref: PAGE # 30

Transaction Processing System:

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This system is used to record transactions of routine and repetitive nature.

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Question No: 16 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

► BRP

► **MRP**

► CRP

Ref: PAGE # 52

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.

Question No: 17 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

► False

► **True**

Ref: PAGE # 65

Bounded Rationality -- Example

Cost benefit analysis is a must in choosing an alternative in a decision making model.

Question No: 18 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

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► Closed system

► **Open system**

► Open loop system

Ref: PAGE # 21

Open Systems

• A system that is connected to its environment by means of resource flows is called an open system.

Question No: 19 (Marks: 1) - Please choose one

_____ sources are used, which simplify the process of finding the proximity Literature.

► **Secondary**

► Primary

► Tertiary

Ref: PAGE # 3

In science, **secondary sources are those which simplify the process of finding and evaluating the primary literature.** They tend to be works which repackage, reorganize, reinterpret, summarize, index or otherwise "add value" to the new information reported in the primary literature.

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

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► Open loop system

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► Closed loop system

► Closed end System

Ref: PAGE # 20

Open-Loop System

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each.

Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

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Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.
2. To drill down into the various aspects of the business process without losing sight of the complete system.

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CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Instead of Information, data is more important in day to day decision making.

► True

► False

(Need to be solved)

Question No: 2 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

► False

► True

(Need to be solved)

Question No: 3 (Marks: 1) - Please choose one

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Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

► **Sector**

► **Country**

► **Organization**

Pg:11

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization.

Question No: 4 (Marks: 1) - Please choose one

The information from the system not used for control purpose called _____

► **Open loop system**

► **Closed loop system**

► **Open end System**

Pg:20

Open-Loop System

The determinant factor is in an open loop system is that the information from the system not used for

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control purpose. This is done by using the output to generate feed back for control purposes.

Question No: 5 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

► **Information**

► **Decision**

► **Management**

Pg:29

Information nfrastructure consists of the physical facilities services and management that support all computing resources in an organization. There are five major components of infrastructure

Question No: 6 (Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few -----

► **Minutes or less**

► **Hours or less**

► **Seconds or less**

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Pg:31

Fast performance with a rapid response time is critical. Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less.

Question No: 7 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

► False

► True

pg:55

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

Question No: 8 (Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

► OIS

► MIS

► EIS

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► CBIS

pg:42

Organizational Information Systems (OIS)

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent. All functional systems should work together for problem solving since each system specialises in specific domain of information.

Question No: 9 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

► Attributes

► Policy

► **Management**

Pg:10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure
- Culture of the Organizations
- Management Style
- Decision Making Style

Question No: 10 (Marks: 1) - Please choose one

Devaluation of currency is called _____

► Interest rate

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► **Inflation** (in mine point of view)

► Markup

Question No: 11 (Marks: 1) - Please choose one

_____ is not connected with environment.

► **Close system**

► Open system

► Closed Loop System

Pg:21

7.3.4 Closed Systems

- A system that is not connected with its environment
- Neither environment exerts any influence on the system nor does system influence the environment.

Question No: 12 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► **False**

Pg:84

incremental Model

The incremental model is a method of software/ Information System development where the model is

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designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 13 (Marks: 1) - Please choose one

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

- ▶ **Iterative**
- ▶ Incremental
- ▶ RAID
- ▶ SDLC

Pg:86

Iterative Models

Iterative models are an approach for developing systems based on producing deliverables frequently/repetitively.

Question No: 14 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

- ▶ True

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► **False**

Pg:88

Spiral Model

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

Question No: 15 (Marks: 1) - Please choose one

_____models are three dimensional representation of an entity (Object/Process).

► **Physical**

► Narrative

► Graphical

Pg:38

11.3.1 Physical Models

- Physical models are three dimensional representation of an entity (Object / Process). Physical models used in the business world include scale models of shopping centres and prototypes of new automobiles.

Question No: 16 (Marks: 1) - Please choose one

There are five phases of decision making process.

► **True**

► False

Pg:63

16.1 Phases of decision-making process are:

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- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 17 (Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

► **True**

► False

Pg: 93

Why do we need Systems Analysts?

Systems analysts work as a link between Business people, & Computer Programmers.

Question No: 18 (Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

► TRUE

► FALSE

(Need to be solved)

Question No: 19 (Marks: 1) - Please choose one

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_____ is the set of interconnected structural elements that provide the framework for supporting the entire

-

- ▶ Management System
- ▶ Infrastructure
- ▶ Decision Support System

Pg:29

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure.

Question No: 20 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

▶ True

▶ False

Pg:63

16.1 Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 21 (Marks: 2)

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List any two tools used to implement TQM.

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

Question No: 23 (Marks: 3)

Define basic goals of Computer Integrated Manufacturing (CIM) .

Question No: 25 (Marks: 5)

Define different models of SDLC?

Question No: 26 (Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

MIDTERM EXAMINATION

Fall 2008

CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Following statement is true for which of the following model?

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Provides early indication of insurmountable risks, without much cost

λεδοM λατνεμερχνI ▶

ΔΙΑΡ ▶

λαριπΣ ▶

επιταρετI ▶

Question No: 2 (Marks: 1) - Please choose one

Devaluation of currency is called _____

▶ Interest rate

▶ **Inflation**

▶ Markup

Question No: 3 (Marks: 1) - Please choose one

_____sources materials in which the information from secondary sources has been digested.

▶ Primary

▶ **Tertiary**

▶ Secondary

Tertiary Sources

1. Works which list primary and secondary resources in a specific subject area
2. Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form.
3. Sources which are once removed in time from secondary sources

Question No: 4 (Marks: 1) - Please choose one

Debtor's aging report Debtor's aging report is an example of the following phase?

εχισηX ▶

Design ▶

Intelligence ▶ (P# 72)

Phases	Examples
Intelligence	Debtor's aging report

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Solved by Askari Team

Design	Devise a discount or training policy
Choice	Select a discount/training policy
Implementation	Implement the discount/training policy
Monitoring	Evaluate recovery patterns, relevant costs involved.

!

<http://groups.google.com/group/vuZs>

Question No: 5 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

► **TRUE**

► **FALSE**

There are five phases of the decision making process (P # 73)

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

- **Intelligence**
- Design
- Choice
- Implementation

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 7 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

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- ▶ True
- ▶ **False**

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best. (P# 69)

Question No: 8 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

- ▶ Prototyping
- ▶ Iterative
- ▶ **Incremental**
- ▶ RAID

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.(P # 94)

Question No: 9 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

- ▶ **System Analysis**
- ▶ System Design
- ▶ Risk Management
- ▶ Risk Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

(P # 102)

Question No: 10 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

- ▶ DSS based on the Web and Specific marketing campaigns for different customer segments
- ▶ Specific marketing campaigns for different customer segments
- ▶ **DSS based on the Web.**

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Question No: 11 (Marks: 1) - Please choose one

Targeting advertising to customers to ----- the probability, that an offer is accepted.

- ▶ Decrease
- ▶ **Increase**
- ▶ Stable

Targeting advertising to customers to increase the probability that an offer is accepted (P# 54)

Question No: 12 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

- ▶ **True**
- ▶ False

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures. (P # 44)

Question No: 13 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

- ▶ **Skill Set**
- ▶ Data Set
- ▶ Tool Set

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools. (P # 40)

Question No: 14 (Marks: 1) - Please choose one

Infrastructure, generally, is the set of interconnected structural elements that provide the framwork for supporting the entire structure

- ▶ **Infrastructure**
- ▶ Decision Support System
- ▶ Management System

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure (P # 39)

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Solved by Askari Team

Question No: 15 (Marks: 1) - Please choose one

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

- ▶ **True**
- ▶ False

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination. (P # 29)

Question No: 16 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

- ▶ **Primary**
- ▶ Secondary
- ▶ Tertiary
- ▶ None of these

Primary sources are original materials on which other research is based (P # 12)

Question No: 17 (Marks: 1)

On what factors need of information depends in any organization?

Solution:-

Good information is essential for effective operation and decision making at all levels in businesses. Identifies and illustrates the different kinds of information by the complex internal and external communication links of a typical R&D department. Discusses the factors which condition managers' use of information, namely managers' roles and tasks; decision-making processes (strategic and operational); rational and alternative behaviour; cognitive style and perception; and "hidden agenda" factors such as the symbolic use of information and information as power. Supported by selected readings, and tables of information types, processes and uses.

Question No: 18 (Marks: 1)

Define TQM?

Solution:

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TQM is a set of management and control activities which focus on quality assurance.
(P # 61)

Question No: 19 (Marks: 2)

Enlist the types of models used in DSS.

Solution:- (P # 48)

Physical Models

Narrative Models

Graphic Models

Mathematical Models

Question No: 20 (Marks: 3)

What is the need for Accounting information system (AIS) to be linked to all the information systems in an organization. ?

Solution:- (P # 65)

Accounting information system is linked to all the information systems in an organization. This is important because the data required for proper book keeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

The purpose of AIS is to accumulate data and provide decision makers (investors, creditors, and managers) with information to make decision.

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Solution:

There are several surveys indicate that a significant percentage of data warehouses fail to meet business objectives or are outright failures. One of the reasons for this is that requirement analysis is typically overloaded in real projects. Goal-oriented approach to requirement analysis for data warehouses based on the Tropos methodology. Two different perspectives are integrated for requirement analysis: organizational modeling, centered on stakeholders, and decisional modeling, focused on decision makers. Our approach can be employed within both a demand-driven and a mixed supply/demand-driven design framework.

Also Functional security requirements of information systems can roughly be classified into two: computer security requirements and communications security

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requirements. Challenges for developing notations for expressing these requirements are numerous, most importantly the difficulty of dealing with layers of abstraction, flexibility to adapt into many types of requirements, groupings of requirements, and requirement dependencies. Many frameworks for dealing with information security highlight the importance of a properly defined organization of security but fail to establish models to support the specification. This paper establishes one such model and demonstrates how the above difficulties can be overcome through extensive application of organizational modeling of information security.

Question No: 22 (Marks: 10)

What are the management styles? Discuss in details.

Solution:-

Various management styles can be employed dependent on the culture of the business, the nature of the task, the nature of the workforce and the personality and skills of the leaders..

There are three Management Styles.

Authoritative

Participative

Mixed

1) Authoritative

An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management. Objectives and tasks are set and the workforce is expected to do exactly as required. The communication involved with this method is mainly downward, from the leader to the subordinate; critics such as Elton Mayo have argued that this method can lead to a decrease in motivation from the employee's point of view. The main advantage of this style is that the direction of the business will remain constant, and the decisions will all be similar, this in turn can project an image of a confident, well managed business. On the other hand, subordinates may become highly dependent upon the leaders and supervision may be needed. Amanda Glass is the founder of this unique management style.

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2) Participative

In a Democratic style, the manager allows the employees to take part in decision making, therefore everything is agreed by the majority. The communication is extensive in both directions. This style can be particularly useful when complex decisions need to be made that require a range of specialist skills: for example, when a new computerized system needs to be put in place and the upper management of the business is computer illiterate. From the overall business's point of view, job satisfaction and quality of work will improve. However, the decision-making process is severely slowed down, and the need of a consensus may avoid taking the best decision for the business.

3) Mixed

This approach is a combination of both above styles. Input is taken and respected, final decision is taken by the senior management keeping in view the views given by the employee.

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

Time: 60 min

Marks: 40

Question No: 1 (Marks: 1) - Please choose one

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

► True

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► False

Ref: This is the dominant mode of organization among large organizations; most corporations and governments are hierarchical organizations.

Question No: 2 (Marks: 1) - Please choose one

Systems have collection of predefined-----related to each other in a sequenced logical manner in order to collectively achieve the desired results.

► **Procedures**

► Sequences

► Policies

Question No: 3 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as-----.

► **Output**

► Input

► Processing

Question No: 4 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

► Structured

► **Unstructured**

► Semi-Structured

Ref : Unstructured: Problems possess multiple solutions, solution paths, fewer

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parameters which are less manipulate able, and contain uncertainty about which

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concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

Question No: 5 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ▶ Operational
- ▶ Managerial
- ▶ *Strategic*

Question No: 6 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

- ▶ **True**
- ▶ False

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ False

Question No: 8 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- **Changing market conditions**

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• Customer needs

► TRUE

► FALSE

Ref : As opposed to model driven DSS, these systems use large pools of data found in major organizational systems. They help to extract information from the large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

Question No: 9 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

► TRUE

► FALSE

Question No: 10 (Marks: 1) - Please choose one

In_____final product is intangible

► Service sector

► Manufacturing Sector

► Trading sector

Question No: 11 (Marks: 1) - Please choose one

_____is a set of defined set of instructions aimed to achieve goals

► Procedure

► System

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► Organization

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Question No: 12 (Marks: 1) - Please choose one

Closed System depends on_____and data.

- ▶ Internal resources
- ▶ External resources
- ▶ Procedures.

Ref : • A system that is not connected with its environment

Neither environment exerts any influence on the system nor does system influence the environment. When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

Question No: 13 (Marks: 1) - Please choose one

_____is the set of interconnected structural elements that provide the framework.

- ▶ Infrastructure
- ▶ System
- ▶ Organization

Ref : The term is used differently in a variety of fields; perhaps the single most well-known usage is in economics, where it refers to physical infrastructure such as buildings and roads.

Question No: 14 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- ▶ True
- ▶ False

Ref : This model combines the elements of the waterfall model with the

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philosophy of prototyping.

Question No: 15 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

- ▶ True
- ▶ False

Ref: "A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose."

Question No: 16 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

- ▶ Spiral
- ▶ Iterative
- ▶ WaterFall
- ▶ Incremental

Ref : SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses. It's actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed to the linear view of the waterfall approach. It can incorporate other models in its various developmental phases.

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Question No: 17 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

- ▶ **True**
- ▶ **False**

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 18 (Marks: 1) - Please choose one

_____information is just like feedback of organization image in public.

- ▶ **Informal**
- ▶ *External (not sure)*
- ▶ **Formal**

Question No: 19 (Marks: 1) - Please choose one

_____sources materials in which the information from secondary sources has been digested.

- ▶ **Primary**
- ▶ *Tertiary*

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► Secondary

Ref : Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form.

Question No: 20 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers ?

- **Primary Information**
- Tertiary Information
- Secondary Information
- All of above

Question No: 21 (Marks: 2)

What do we mean by cognitive process?

Ans: Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment.

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

Ans: A person who has a detailed knowledge of computers and system design and his basic function is to analyze the whole system and find out the problems it there is.

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Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

Ans: Entity Relationship Diagram (ERD) is a tool used in system design.

ERD as shown in the above indicates simple relationships. These relationships can be read as.

- one department has one supervisor
- A department may have more than one employees

Or

- An employee may be in more than one departments
- An employee may not be working on any project but a project must have at least one employee working on it.

Question No: 24 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Question No: 25 (Marks: 5)

What do you understand by system design and identify the steps it includes.

Ans: it can be explained and presented in narrative form

Question No: 26 (Marks: 5)

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DSS are used to take help in Semi structured decisions. What does DSS use as support in order to facilitate Semi Structured Decision making?

MIDTERM EXAMINATION Spring 2010 CS507- Information Systems (Session - 5)

Time: 60 min

Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade.

- ▶ SAFTA
- ▶ SAARC
- ▶ WTO

Ref: Various agreements between member countries has resulted in lowering import tariffs, bringing down protective trade barriers setting up anti dumping procedures and settlement methods. However it has failed to achieve any headway in getting member countries to eliminate subsidies provided to other agriculture sector by nearly all member states. As a result the WTO is currently faced with the threat of failure. The WTO trade and services arrangements effectively replaced the general Agreement on Trade Tariffs (GATT).

Question No: 2 (Marks: 1) - Please choose one

CBIS helps in updating every change being triggered in less time and with more effort.

- ▶ True
- ▶ **False**

Ref: Every transaction affects our records in a number of ways. CBIS helps in updating every change being triggered in less time and with less effort. (page no.36).

Question No: 3 (Marks: 1) - Please choose one

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----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

- ▶ Robustness
- ▶ **Heuristic**
- ▶ DSS
- ▶ EIS

Ref: Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem solving. It assists in non-routine decision making process due to powerful analytical abilities.

Question No: 4 (Marks: 1) - Please choose one

Data Warehouse combines databases across an entire enterprise

- ▶ **True**
- ▶ False

Ref: The term data warehouse generally refers to the combination of many different databases across an entire enterprise.

Question No: 5 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

- ▶ **True**
- ▶ False

Ref: Data mining is also known as Knowledge-Discovery in Databases (KDD).

Question No: 6 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to -----right amount of product.

- ▶ **Produce**
- ▶ Sale
- ▶ Purchase

Ref: Marketing

Production subsystem needs to be linked with the marketing system so as to produce right amount of product. (Page no.65)

Question No: 7 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

- ▶ Structured
- ▶ Semi Structured
- ▶ **Unstructured**

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Ref: Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

Question No: 8 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- ▶ **System Analysts**
- ▶ Software Engineers
- ▶ System Designers
- ▶ Chief Executives

Ref: Systems analysts work as a link between Business people, & Computer Programmers. Business People may define the business to be computerized, i.e. establish scope of computerization. However, they may not fully understand the capabilities and limitations of modern information technology.

Question No: 9 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

- ▶ **Incremental Model**
- ▶ WaterFall
- ▶ RAID
- ▶ Iterative Model

Ref: designed, implemented and tested incrementally until the product is finished.
(Page no.94)

Question No: 10 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

- ▶ **True**
- ▶ False

Ref: It is a system that uses computer aided techniques to control production facility.
(Page no.63)

Question No: 11 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

- ▶ Size

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► **Quality**

► Need

Ref: The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information.

Question No: 12 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

► Authoritative

► Mixed

► **Democratic**

Ref: In a Democratic style, the manager allows the employees to take part in decision-making; therefore everything is agreed by the majority. The communication is extensive in both directions (from subordinates to leaders and vice-versa). This style can be particularly useful when complex decisions need to be made that require a range of specialist skills:

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

► **Infrastructure**

► System

► Organization

Ref: Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure. It usually applies only to structures that are artificial. The term is used differently in a variety of fields; perhaps the single most well-known usage is in economics, where it refers to physical infrastructure such as buildings and roads.

Question No: 14 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

Stephen Hawking ►

Bill Gates ►

► **Bill Inmon**

Ref: Decision Support Systems was defined by Bill Inmon, father of data warehouse.

Question No: 15 (Marks: 1) - Please choose one

Debtor's aging report is an example of the following phase?

► **Intelligence**

eciohC ►

Design ►

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Ref: Debtors Aging analysis is the stratification of trade receivables in accordance of period of time since they have been due.

Question No: 16 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of design phase.

► **TRUE**

FALSE ►

Ref : Page no.72

Question No: 17 (Marks: 1) - Please choose one

_____ is the set of interconnected structural

elements that provide the framework for supporting the entire

structure

► Management System

► **Infrastructure**

► Decision Support System

Question No: 18 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

► **True**

► False

Ref: A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events. (Page no.12)

Question No: 19 (Marks: 1) - Please choose one

_____ sources are used, which simplify the process of finding the proximity Literature.

► Secondary

► Primary

► Tertiary

Answer Required:

Question No: 20 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of monitoring

TRUE ►

FALSE ►

Ref: Monitoring helps in evaluating the quality of decisions that have been made. This may include the following:

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o Quantifying the speed in the process of recovery.

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- o Discount costs being born by the organization.
- o Customer response in accepting the entire policy.
- o Once again MIS will be used to record and report the results / effects of the policy.

Question No: 21 (Marks: 2)

What are the information requirements for operational level in Accounting & financial Information Systems.

Answer:

Following are the operational level requirements in Accounting & Financial Information Systems.

Operational Level Requirements in Accounting & financial Information Systems

1. Cash flow statements through various transactions
2. Inventory and debtors management
3. Creditors Management

Question No: 22 (Marks: 2)

Identify the purpose of Feasibility study.

Answer:

Purpose of Feasibility Study

The purpose of feasibility study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

Question No: 23 (Marks: 3)

List any three benefits of CRM.

Answer:

Following are the three benefits of CRM.

Benefits of Customer Relationship Management (CRM)

1. To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.
2. Its objectives are to increase profitability, revenue, and customer satisfaction.
3. Encourages customer loyalty

Question No: 24 (Marks: 3)

Briefly describe Incremental Model.

Answer:

Incremental Model

The incremental model is a method of software or Information System development where the model is designed, implemented and tested incrementally until the product

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is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 25 (Marks: 5)

Discuss incremental Model with an example?

Answer:

Incremental Model

The incremental model is a method of software or Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Example of an Incremental Model

An example of this incremental approach is observed in the development of word processing applications where the following services are provided on subsequent modules:

- Advanced editing and document production functions
- Basic file management, editing and document production functions
- Spell and grammar checking
- Advance page layout

Question No: 26 (Marks: 5)

Differentiate MIS from DSS .

Answer:

Differentiate Between MIS & DSS

See page number 44.

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

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Procedures are organized in a ----- manner to form systems

Logical Physical Hybrid

Question No: 2

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True False

Question No: 3

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information Decision Management

Question No: 4

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

Skill Set Data Set Tool Set

Question No: 5

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

DDS **MIS** (page43) IS

Question No: 6

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured Unstructured Semi-Structured

Question No: 7

Partial systems are successively built to produce a final total system in the following model:

Waterfall RAID Iterative Model **Incremental Model**

Question No: 8

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC System Design System Analysis Audit Trials

Question No: 9

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True False

Question No: 10

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP **MRP** CRP

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Question No: 11

The procedures to follow when decision is needed can be specified in advance

True False

Question No: 12

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Information products made more valuable by their attributes, characteristics, or qualities

TRUE FALSE

Question No: 13

In _____ decisions, problem is recurring and repetitive

Unstructured

Structured

Semi structured

Question No: 14

_____ is the raw data entered in the computer system.

Input element

Control Mechanism

Output System

Question No: 15

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

page102

False

Question No: 16

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Question No: 17 (Marks: 1)

What is information System?

Question No: 18 (Marks: 1)

Enlist the categories of the Support system page 43

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

What is an Office Automation System?

Page 43 lesson 10

Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

Page 89 lesson 19

Question No: 21 (Marks: 5)

Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Page 63 lesson no13

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

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CS507- Information Systems

Time: 60 min Marks: 40

Solved With References by

The organizational structures are formulated in order to efficiently manage which of the following: ► Business Cost

- Business Operations
- Business Size

Ref: PAGE # 5

The organizational structures are formulated in order to efficiently manage the **business operations**.

Question No: 2 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- WTO
- Company Ordinance
- Business Environment
- Company Structure

Ref: PAGE # 14

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Question No: 3 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- False

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▶ True

Ref: PAGE # 20

- Control mechanism

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Comparison of actual with expected

Question No: 4 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► Risk Analysis

► **System Analysis**

► System Design

► Risk Management

Ref: PAGE # 92

System Analysis:

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

Question No: 5 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True**

► False

Ref: PAGE # 85

The first increment is usually the core product which addresses the basic requirements of the system.

Question No: 6 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

► **Physical**

► Logical

► None of above options

► Commercial

Ref: PAGE # 81

Physical Design

The logical design is converted to physical design in this phase. The **physical design involves breaking up the logical design into units**, which in turn can be decomposed

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further into implementation units such as programs and modules.

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Question No: 7 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

► **CAM**

► CIM

Ref: PAGE # 53

Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question No: 8 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

► **True**

► False

Question No: 9 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► **Choice**

► Implementation

► Intelligence

Ref: PAGE # 61

Decision-making process

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- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action

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- *Choice* – selecting a course of action from those available
- *Implementation* – implementing the selected course of action
- *Monitoring* – checking the consequences of the decision made after implementation

Question No: 10 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

► TRUE

► FALSE

6.1 Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implem

Question No: 11 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

► TRUE

► FALSE

Ref: PAGE # 61

Intelligence: Identifying the problems occurring in an organization. MIS is the primary source for the managers to be aware of red-alerts.

Question No: 12 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

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► Size

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► **Quality**

► Need

Ref: PAGE # 6

Information Quality Checklist:

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the **quality** of information.

Question No: 13 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

► Service sector

► **Manufacturing Sector**

► Trading sector

Ref: PAGE # 8

Information Requirements of Manufacturing Sector:

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

Question No: 14 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

► True

► **False**

Ref: PAGE # 23

A **system** is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 15 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

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► Support system

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Solved by Askari Team

► Decision support system

► **Transaction control system**

Ref: PAGE # 30

Transaction Processing System:

This system is used to record transactions of routine and repetitive nature.

Question No: 16 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

► BRP

► **MRP**

► CRP

Ref: PAGE # 52

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.

Question No: 17 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

► False

► **True**

Ref: PAGE # 65

Bounded Rationality -- Example

Cost benefit analysis is a must in choosing an alternative in a decision making model.

Question No: 18 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

► Closed system

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- ▶ Open system
- ▶ Open loop system

Ref: PAGE # 21

Question No: 19 (Marks: 1) - Please choose one

_____sources are used, which simplify the process of finding the proximity Literature.

- ▶ **Secondary**
- ▶ Primary
- ▶ Tertiary

Ref: PAGE # 3

In science, **secondary sources are those which simplify the process of finding and evaluating the primary literature.** They tend to be works which repackage, reorganize, reinterpret, summarize, index or otherwise "add value" to the new information reported in the primary literature.

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Closed end System

Ref: PAGE # 20

Open-Loop System

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

Answer:

System Design

System design can be explained and presented in narrative form. **But the benefits of diagrammatic view**

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cannot be understated. This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system.

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Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems

i could't find any clear answer for this Q , but this bo might be help u for this Question .

<http://bos.google.com.pk/bos?>

http://bos.google.com.pk/bos?id=GK3vwYda7uwC&pg=PA43&lpg=PA43&dq=What+are+the+information+requirements+for+Strategic+level+in+Accounting+%26+financial+Information+Systems&source=bl&ots=pM9X2gz71U&sig=I44ma0Y0q5bHKFco89ifquNtw8&hl=en&ei=zGE9TcPaJobNhAeUruH4DA&sa=X&oi=book_result&ct=result&resnum=6&ved=0CDsQ6AEwBQ#v=onepage&q=What%20are%20the%20information%20requirements%20for%20Strategic%20level%20in%20Accounting%20%26%20financial%20Information%20Systems&f=false

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Answer :

Page 74

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each.

Answer

Page 97

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- Incremental: add to the product at each phase
- Iterative: re-do the product at each phase

Example

Building a House

- Incremental: Starts with a modest house, keep adding rooms and upgrades to it.

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Question No: 22 (Marks: 2)

- Iterative: The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

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Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

Answer :

Page 53

Benefits of Marketing IS

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been upto is also a critical marketing information. This should not be taken as espionage on competitors.
3. Forecasts of demand is also a critical part of marketing analysis. MKIS helps in achieving this as well.
4. Field sales can also be monitored where sales agents are used to market products.
5. Customers can be quickly updated based on their information kept in MKIS.
6. Dealers involved in sale of product can also be monitored to help enhance revenue.s

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.
2. To drill down into the various aspects of the business process without losing sight of the complete system.

Answer:

Note: Its just given by bo but u all have to explain it in your own wording. It is just an idea

Page 102 System Analysis

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

Or alternatively as:

“A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose.”

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Both the definitions highlight following important points:

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- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.

- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

These two points may be understood as providing a means for undertaking the following tasks:

- A technique to map the system under study.
- To drill down into the various aspects of the business process without losing sight of the complete system.
- To understand the Workability/Functionality of the subsystems and their role in achieving the objectives of the system as well as controls and checks in place.
- To establish the relationship or Level of interaction of each system with other components of the system.

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CS507- Information Systems

Time: 60 min Marks: 40

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The organizational structures are formulated in order to efficiently manage which of the following: ► Business Cost

► [Business Operations](#)

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► Business Size

Ref: PAGE # 5

The organizational structures are formulated in order to efficiently manage the **business operations**.

Question No: 2 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

► WTO

► Company Ordinance

► **Business Environment**

► Company Structure

Ref: PAGE # 14

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Question No: 3 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

► False

► **True**

Ref: PAGE # 20

• **Control mechanism**

Comparison of actual with expected

Question No: 4 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► Risk Analysis

► **System Analysis**

► System Design

► Risk Management

Ref: PAGE # 92

System Analysis:

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

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Question No: 5 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True**

► False

Ref: PAGE # 85

The first increment is usually the core product which addresses the basic requirements of the system.

Question No: 6 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

► **Physical**

► Logical

► None of above options

► Commercial

Ref: PAGE # 81

Physical Design

The logical design is converted to physical design in this phase. The **physical design involves breaking up the logical design into units**, which in turn can be decomposed further into implementation units such as programs and modules.

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

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► **CAM**

► CIM

Ref: PAGE # 53

Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question No: 8 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

► **True**

► False

Question No: 9 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► **Choice**

► Implementation

► Intelligence

Ref: PAGE # 61

Decision-making process

- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action
- **Choice – selecting a course of action from those available**
- Implementation – implementing the selected course of action
- Monitoring – checking the consequences of the decision made after implementation

Question No: 10 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

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► TRUE

► FALSE

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action

• Monitoring – checking the consequences of the decision made after implem

Question No: 11 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

► TRUE

► FALSE

Ref: PAGE # 61

Intelligence: Identifying the problems occurring in an organization. MIS is the primary source for the managers to be aware of red-alerts.

Question No: 12 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate _____ of information.

► Size

► **Quality**

► Need

Ref: PAGE # 6

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Information Quality Checklist:

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the **quality** of information.

Question No: 13 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in _____

▶ Service sector

▶ **Manufacturing Sector**

▶ Trading sector

Ref: PAGE # 8

Information Requirements of Manufacturing Sector:

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

Question No: 14 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

▶ True

▶ **False**

Ref: PAGE # 23

A **system** is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 15 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

▶ Support system

▶ Decision support system

▶ **Transaction control system**

Ref: PAGE # 30

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Transaction Processing System:

This system is used to record transactions of routine and repetitive nature.

Question No: 16 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

► BRP

► **MRP**

► CRP

Ref: PAGE # 52

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.

Question No: 17 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

► False

► **True**

Ref: PAGE # 65

Bounded Rationality -- Example

Cost benefit analysis is a must in choosing an alternative in a decision making model.

Question No: 18 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

► Closed system

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- ▶ Open system
- ▶ Open loop system

Ref: PAGE # 21

Question No: 19 (Marks: 1) - Please choose one

_____sources are used, which simplify the process of finding the proximity Literature.

▶ Secondary

- ▶ Primary
- ▶ Tertiary

Ref: PAGE # 3

In science, **secondary sources** are those which simplify the process of finding and evaluating the **primary literature**. They tend to be works which repackage, reorganize, reinterpret, summarize, index or otherwise "add value" to the new information reported in the primary literature.

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

▶ Open loop system

- ▶ Closed loop system
- ▶ Closed end System

Ref: PAGE # 20

Open-Loop System

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

Answer:

System Design

System design can be explained and presented in narrative form. **But the benefits of diagrammatic view**

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cannot be understated. This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system.

Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems
i could't find any clear answer for this Q , but this bo might be help u for this Question .

<http://bos.google.com.pk/bos?>

http://bos.google.com.pk/bos?id=GK3vwYda7uwC&pg=PA43&lpg=PA43&dq=What+are+the+information+requirements+for+Strategic+level+in+Accounting+%26+financial+Information+Systems&source=bl&ots=pM9X2gz71U&sig=l44ma0Y0q_5bHKFco89ifquNtw8&hl=en&ei=zGE9TcPaJobNhAeUruH4DA&sa=X&oi=book_result&ct=result&resnum=6&ved=0CDsQ6AEwBQ#v=onepage&q=What%20are%20the%20information%20requirements%20for%20Strategic%20level%20in%20Accounting%20%26%20financial%20Information%20Systems&f=false

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Answer :

Page 74

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

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Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each.

Answer

Page 97

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- Incremental: add to the product at each phase
- Iterative: re-do the product at each phase

Example

Building a House

- Incremental: Starts with a modest house, keep adding rooms and upgrades to it.
- Iterative: The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

Answer :

Page 53

Benefits of Marketing IS

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been upto is also a critical marketing information. This should not be taken as espionage on competitors.
3. Forecasts of demand is also a critical part of marketing analysis. MKIS helps in achieving this as well.
4. Field sales can also be monitored where sales agents are used to market products.
5. Customers can be quickly updated based on their information kept in MKIS.
6. Dealers involved in sale of product can also be monitored to help enhance revenue.s

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Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.
2. To drill down into the various aspects of the business process without losing sight of the complete system.

Answer:

Note: Its just given by bo but u all have to explain it in your own wording. It is just an idea

Page 102

System Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Or alternatively as:

"A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose."

Both the definitions highlight following important points:

- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.
- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

These two points may be understood as providing a means for undertaking the following tasks:

- A technique to map the system under study.
- To drill down into the various aspects of the business process without losing sight of the complete system.
- To understand the Workability/Functionality of the subsystems and their role in achieving the objectives of the system as well as controls and checks in place.
- To establish the relationship or Level of interaction of each system with other components of the system.

MIDTERM EXAMINATION 2009 - 2

CS507- Information Systems

Time: 60 min Marks: 40

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Question No: 1 (Marks: 1) - Please choose one

Procedures are organized in a ----- manner to form systems

Logical

Physical

Hybrid

Ref:

Pg#18

Procedures are organized in a logical manner to form systems.

Question No: 2 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True

False

Ref:

Pg#21

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information

Decision

Management

Ref:

Pg#29

Information infrastructure consists of the physical facilities services and management that support all computing resources in an organization.

Question No: 4 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

Skill Set

Data Set

Tool Set

Ref:

Pg#30

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools.

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Question No: 5 (Marks: 1) - Please choose one

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Solved by Askari Team

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

-----.
DDS
MIS
IS

Ref:

Pg#33

Definition of MIS

“An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization.”

Question No: 6 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured

Unstructured

Semi-Structured

Ref : Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

Question No: 7 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

▶ Authoritative

▶ Mixed

▶ Democratic

Ref:

Pg#12

Participative

In a Democratic style, the manager allows the employees to take part in decision-making:

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC

System Design

System Analysis

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Audit Trials

Ref:

Pg#68

CS507 Master File as on 30-6-2011

Solved by Askari Team

Project lifecycle vs. SDLC

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

Question No: 9 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True

False

Ref:

Pg#45

CRM software requires highly integrated environment for high productivity, which is rarely available.

Question No: 10 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP

MRP

CRP

Ref:

Pg#52

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

Question No: 11 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

True

False

Question No: 12 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

True

False

Question No: 13 (Marks: 1) - Please choose one

In _____ decisions, problem is recurring and repetitive

Unstructured

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Structured

Semi structured

Ref:

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Solved by Askari Team

Pg#60

Structured decisions

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action.

Question No: 14 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

Input element

Control Mechanism

Output System

Ref:

Pg#20

Input elements

Raw Data input to the computer system

Question No: 15 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

False

Ref:

Pg#92

Or alternatively as:

“A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose.”

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Ref:

Pg#92

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

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Question No: 17 (Marks: 1)

What is information System?

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PAGE 28

What are Information Systems?

Interrelated components working together to collect, process, store and disseminate information to support decision making, coordination control, analysis and visualization in an organization.

Question No: 18 (Marks: 1)

Enlist the categories of the Support system

Page 43

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

What is an Office Automation System?

PAGE 43

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For Instance

- Word processing
- Desktop publishing
- Imaging & Web publishing
- Electronic calendars – manager's appt. calendars
- Email
- Audio & video conferencing – establishing communication between geographically dispersed persons.

Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

PAGE 120

Entity Relationship Diagram

"The entity-relationship diagram (ERD) is a data model or diagram for high-level descriptions of conceptual data model, and it provides a graphical notation for representing such data models in the form of entity-relationship diagrams."

Question No: 21 (Marks: 5)

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Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

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Solved by Askari Team

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

The ability to rotate or create movement in the design allows testing for clearances and frequently reduces the cost of prototyping the products. The technology is used for a wide variety of products in such fields as architecture, electronics, and aerospace, naval, and automotive engineering. Although CAD systems originally merely automated drafting, they now usually include three-dimensional modeling and computer simulated operation of the model. Rather than having to build prototypes and change components to determine the effects of tolerance ranges, engineers can use computers to simulate

operation to determine

loads and stresses. For example, an automobile manufacturer might use CAD to calculate the wind drag on

several new car-body designs without having to build physical models of each one. In microelectronics, as

devices have become smaller and more complex, CAD has become an especially important technology.

Among the benefits of such systems are lower product-development costs and a greatly shortened design

cycle. While less expensive CAD systems running on personal computers have become available for do-it-yourself

home remodeling and simple drafting, state-of-the-art CAD systems running on workstations and

mainframe computers are increasingly integrated with computer-aided manufacturing systems.

13.13 Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work

instructions directly to the manufacturing machinery. The technology evolved from the numerically

controlled machines of the 1950s, which were directed by a set of coded instructions contained in a

punched paper tape. Today a single computer can control banks of robotic milling machines, lathes,

welding machines, and other tools, moving the product from machine to machine as each step in the

manufacturing process is completed. Such systems allow easy, fast reprogramming from the computer,

permitting quick implementation of design changes. The most advanced systems, which are often

integrated with computer-aided design systems, can also manage such tasks as parts ordering, scheduling,

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and tool replacement.

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It is a system that uses computer aided techniques to control production facility. Some of these techniques

are

- o Computer-aided process planning – Use of computer to control activities and functions to prepare

a detailed set of plans and instructions to produce a machine or part. -- Machines

- o Computerised Numerical control (CNC) – refers specifically to the computer control of machine

tools for the purpose of (repeatedly) manufacturing complex parts in metal as well as other

materials. e.g. drills, wood routers use this technology.

- o Robotics programming – The science or study of the technology associated with the design,

fabrication, theory, and application of robots. – Automobile industry.

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

The Intelligence Phase

Scan the environment to identify problem situations or opportunities. Conditions that call for decisions are

identified. Typical Activities include:

- *Country Risk based on following*

- o Country credit rating

- o Transparency

- o Corruption

- *Facilities for one window operation (levels of bureaucracy)*

- o SRO Culture

- o Govt. Policy

- o Law & Order

- o Exchange rates

For instance, international banks while entering into country make assessment of exposure and thus limit

the maximum number of transactions the bank can undertake.

a) What are the possible advantages, disadvantages, and risks?

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b) How much resources will be diverted from other activities?

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c) When should we start? And so forth.

The Design Phase

Possible courses of actions are invented, developed, and analyzed.

Typical Activities include:

Select criteria for assessing the alternatives (e.g., ROI, market share, etc.)

- Create alternatives: invest now, invest later, do not invest
- Analyze levels and timing of investment
- Information flow for decision making
- Prepare a feasibility study
- How will the choice be made, by whom, and when?

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

16.5 The Implementation Phase

Implement the selected course of action. Typical Activities include:

- Follow the implementation plan
- Deal with resistance to change and necessary approvals and authorizations
- Conduct training
- Transfer resources

MIDTERM EXAMINATION 2009 - 2

CS507- Information Systems

Time: 60 min Marks: 40

Solved With References by

Question No: 1 (Marks: 1) - Please choose one

Procedures are organized in a-----manner to form systems

[Logical](#)

Physical

Hybrid

Ref:

[Pg#18](#)

Procedures are organized in a logical manner to form systems.

Question No: 2 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on

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suppliers, customers, society as a whole.

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True

False

Ref:

Pg#21

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information

Decision

Management

Ref:

Pg#29

Information infrastructure consists of the physical facilities services and management that support all computing resources in an organization.

Question No: 4 (Marks: 1) - Please choose one

The term information architecture describes a specialized -----which relates to the management of information and employment of informational tools.

Skill Set

Data Set

Tool Set

Ref:

Pg#30

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools.

Question No: 5 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

-----,

DDS

MIS

IS

Ref:

Pg#33

Definition of MIS

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Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

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Structured

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Question No: 7 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

▶ Authoritative

▶ Mixed

▶ [Democratic](#)

Ref:

Pg#12

Participative

In a Democratic style, the manager allows the employees to take part in decision-making:

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

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System Design

System Analysis

Audit Trials

Ref:

Pg#68

Project lifecycle vs. SDLC

[The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.](#)

Question No: 9 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True

False

Ref:

Pg#45

[CRM software requires highly integrated environment for high productivity, which is rarely available.](#)

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Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP

MRP

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CRP

Ref:

Pg#52

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Semi structured

Ref:

Pg#60

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Control Mechanism

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Pg#20

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Pg#92

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Pg#92

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PAGE 28

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PAGE 43

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PAGE 120

Entity Relationship Diagram

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- o Computerised Numerical control (CNC) – refers specifically to the computer control of machine tools for the purpose of (repeatedly) manufacturing complex parts in metal as well as other materials. e.g. drills, wood routers use this technology.
- o Robotics programming – The science or study of the technology associated with the design, fabrication, theory, and application of robots. – Automobile industry.

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Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

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The Intelligence Phase

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- o Corruption

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- c) When should we start? And so forth.

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The Choice Phase

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- Get information
- Final evaluation

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- Sensitivity analysis

16.5 The Implementation Phase

Implement the selected course of action. Typical Activities include:

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- Follow the implementation plan
- Deal with resistance to change and necessary approvals and authorizations
- Conduct training
- Transfer resources

MIDTERM EXAMINATION 2010 - 3

CS507- Information Systems

Time: 60 min Marks: 40

Question No: 1 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

- ▶ True
- ▶ False

Pg:13

- Information should be tailored in accordance with the organization's culture and structure.

Question No: 2 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

- ▶ Open loop system
- ▶ Closed loop system
- ▶ Open end System

Pg:20 7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose

Question No: 3 (Marks: 1) - Please choose one

A system is a group of ----- that are integrated with the common purpose of achieving an objective.

- ▶ Information
- ▶ Data Sets
- ▶ Elements

Pg:20 A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 4 (Marks: 1) - Please choose one

With a ----- decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

- ▶ Closed-loop

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- ▶ Open-loop
- ▶ Closed System

Pg:26 With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

Question No: 5 (Marks: 1) - Please choose one

The departmental structures are----- in banking and financial sector.

▶ **Different**

- ▶ Same
- ▶ Mixed

Pg:47 13.1 Financial Sector The departmental structures are different in banking and financial sector.

Question No: 6 (Marks: 1) - Please choose one

Information by itself is proving to be the most critical resource for organizations.

▶ **True**

- ▶ False

Pg:57 14.3 IT Department Information by itself is proving to be the most critical resource for organizations.

Question No: 7 (Marks: 1) - Please choose one

Plans provide a direction but not framework for action.

▶ **True**

- ▶ False

Pg:67 Plans provide a direction and framework for action.

Question No: 8 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

▶ **True**

- ▶ False

Pg:89 21.2 Prototyping

“Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.”

Question No: 9 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

▶ **True**

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► False

Pg:59

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Solved by Askari Team

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 10 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ True
- ▶ False

Question No: 11 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

- ▶ TRUE
- ▶ FALSE

Question No: 12 (Marks: 1) - Please choose one Board of Directors are elected from _____

- ▶ Customers
- ▶ Share holders
- ▶ Employees

Question No: 13 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

- ▶ Authoritative
- ▶ Mixed
- ▶ Democratic

Pg:12

4.2.2 Participative

In a **Democratic** style, the manager allows the employees to take part in decision-making:

Question No: 14 (Marks: 1) - Please choose one Closed System depends on _____ and data.

- ▶ Internal resources
- ▶ External resources
- ▶ Procedures.

Pg:24

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

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Solved by Askari Team

Question No: 15 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

▶ **True**

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Solved by Askari Team

► False

Pg:88

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► True

► False

Pg:92

- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Question No: 17 (Marks: 1) - Please choose one

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

► No

► Yes

Pg:6

2.4 Organization & Information Requirements

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

Question No: 18 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

► True

► False

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Solved by Askari Team

Pg:55

- **Accounts and Finance**

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

CS507 Master File as on 30-6-2011

Solved by Askari Team

Question No: 19 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

- ▶ Commentaries, review articles and literature reviews
- ▶ Directories, Guidebooks, manuals, Chronologies
- ▶ **Interviews, surveys and fieldwork**
- ▶ None of the

pg:2

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called:

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Closed end System

•

Question No: 1 (Marks: 1) - Please choose one

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Solved by Askari Team

Information should be tailored in accordance with the organization's culture and structure.

▶ [True](#)

▶ False

Pg:13

• Information should be tailored in accordance with the organization's culture and structure.

Question No: 2 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

▶ [Open loop system](#)

▶ Closed loop system

▶ Open end System

Pg:20 7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose

Question No: 3 (Marks: 1) - Please choose one

A system is a group of ----- that are integrated with the common purpose of achieving an objective.

▶ Information

▶ Data Sets

▶ [Elements](#)

Pg:20 A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 4 (Marks: 1) - Please choose one

With a-----decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

▶ [Closed-loop](#)

▶ Open-loop

▶ Closed System

Pg:26 With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

Question No: 5 (Marks: 1) - Please choose one

The departmental structures are-----in banking and financial sector.

▶ [Different](#)

▶ Same

▶ Mixed

Pg:47 13.1 Financial Sector The departmental structures are different in banking and financial sector.

Question No: 6 (Marks: 1) - Please choose one

Information by itself is proving to be the most critical resource for organizations.

▶ [True](#)

▶ False

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Solved by Askari Team

Pg:57 14.3 IT Department Information by itself is proving to be the most critical resource for organizations.

Question No: 7 (Marks: 1) - Please choose one

Plans provide a direction but not framework for action.

▶ [True](#)

▶ False

Pg:67 [Plans provide a direction and framework for action.](#)

Question No: 8 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

▶ [True](#)

▶ False

Pg:89 21.2 Prototyping

"Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback."

Question No: 9 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

▶ [True](#)

▶ False

Pg:59

[Decision making is the cognitive process of selecting a course of action from among multiple alternatives.](#)

Question No: 10 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

▶ [True](#)

▶ False

Question No: 11 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

▶ [TRUE](#)

▶ FALSE

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

▶ Customers

▶ [Share holders](#)

▶ Employees

Question No: 13 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

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► Authoritative

► Mixed

► **Democratic**

Pg:12

4.2.2 Participative

In a **Democratic** style, the manager allows the employees to take part in decision-making:

Question No: 14 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

► Internal resources

► External resources

► Procedures.

Pg:24

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► True

► False

Pg:88

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

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► True

► False

Pg:92

• System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Question No: 17 (Marks: 1) - Please choose one

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

► No

► Yes

Pg:6

2.4 Organization & Information Requirements

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Solved by Askari Team

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

Question No: 18 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

▶ [True](#)

▶ False

Pg:55

• **Accounts and Finance**

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

Question No: 19 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

- ▶ Commentaries, review articles and literature reviews
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- ▶ **Interviews, surveys and fieldwork**
- ▶ None of the

pg:2

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor

input or activities is called:

▶ [Open loop system](#)

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- ▶ Closed loop system
- ▶ Closed end System

Pg:20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system is not used for control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,
 - o Input
 - o Process
 - o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 21 (Marks: 2)

Enlist the types of models used in DSS.

Page 48

Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 22 (Marks: 2)

Why prototypes are used?

Page 100

Why prototypes are used?

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In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time-consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

Question No: 23 (Marks: 3)

Various considerations need to be kept in mind while defining parameters for desired output in system designing. What should be them? Identify any three.

Question No: 24 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives

Question No: 25 (Marks: 5)

Discuss different types of problems we faced in decision making process?

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Page 69 (May be u get better answer from the bo)

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MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 1)

Question No: 1

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Primary Information Tertiary Information Secondary Information All of above

Question No: 2

Every decision we take in daily life requires some sort of information about the alternatives available.

True False

Question No: 3

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Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Super market Online Market **Competitive market**

Question No: 4

A TPS wants every transaction to be processed in the same way regardless of the **User**
Data Information

Question No: 5

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True False

Question No: 6

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

Robustness **Heuristic** DSS EIS

Question No: 7

Data warehouses are generally batch updated at the end of the day, week or some period.

False **True**

Question No: 8 Automation has not enhanced the availability of information.

True

False

Question No: 9

Data mining can allow a firm to develop:

DSS based on the Web and Specific marketing campaigns for different customer segments

Specific marketing campaigns for different customer segments

DSS based on the Web.

Question No: 10

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

True False

Question No: 11

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping Iterative **Incremental** RAID

Question No: 12

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model WaterFall Model Iterative Model RAID

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Question No: 13

Using a decision support system involves an interactive analytical modeling process.

TRUE

FALSE

Question No: 14

Evaluate recovery patterns, relevant costs involved is an example of the following:

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Implementation

Choice

Monitoring

Question No: 15

Management is concerned with the day to day costs, production targets in _____

Service sector

Manufacturing Sector

Trading sector

Question No: 16 _____ is not connected with environment.

Close system

Open system

Closed Loop System

Question No: 17 (Marks: 1)

What do you understand by Spiral Models?

Page 98 lesson no 21

Question No: 18 (Marks: 1)

Give any example that is basically a primary source but is also a secondary source too.

Page 11 lesson no 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events

Question No: 19 (Marks: 2)

What is an Office Automation System?

Page 43 lesson 10

Question No: 20 (Marks: 3)

Designing file or database is a major component of system designing. Identify its basic purposes.

Question No: 21 (Marks: 5)

Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Page 63 lesson no13

Question No: 22 (Marks: 10)

Discuss Data Mining with an example.

Page 47 lesson 11

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Every decision we take in daily life requires some sort of data about the alternatives available.

True

False

Question No: 2

Information system must fulfill the needs of which of the following:

Customers

Business

Employee

Question No: 3

Every system comprises of basic components which in a co-ordination formulate a system.

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True

False

Question No: 4

----- level is formulation of new sales products, and identifying new sales opportunities

Operational

Managerial

Strategic

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Solved by Askari Team

Question No: 5

Automation has not enhanced the availability of information.

True **False**

Automation has enhanced the availability of information

Question No: 6

Accounting information system (AIS) is linked to all the information systems in an organization.

True False

Question No: 7

Cost benefit analysis is a must in choosing an alternative in a decision making model.

True False

Question No: 8

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured Semi Structured **Unstructured**

http://e-learning.mfu.ac.th/mflu/1203371/chapter3_3.htm

Question No: 9

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping Iterative **Incremental** RAID

Question No: 10

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model Waterfall Model Iterative Model RAID

Question No: 11

There are five phases of the decision making process

True False

Question No: 12

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence Design Choice **Implementation**

Question No: 13

Receivables and payables are the information needs in _____

Small Organization Medium organization Large Organization

Question No: 14

Board of Directors are elected from _____

Employees Customers **Share holders**

Question No: 15

Devaluation of currency is called _____

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Question No: 5

Interest rate

Inflation

Markup

Question No: 16

What-if analysis technique is used by _____

Model Driven DSS

Data Driven DSS

Data Mining

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Question No: 17

Identify harms of Iterative System development model.

Page 96

Question No: 18 (Marks: 1)

Define CRM?

Page 53

Question No: 19 (Marks: 2)

Write any example for Iterative and Incremental model. One example for each.

Page 96, 97

Question No: 20 (Marks: 3)

Discuss characteristics of Flat organization.

Page 21

Question No: 21 (Marks: 5)

DSS are used to make Semi structured decisions. What does DSS use as support to make Semi Structured Decisions?

Lesson 15

Question No: 22 (Marks: 10)

Define Ethics and discuss ethics w.r.t organizational factors

Question No: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

True False

Question No: 2

A structure through which individuals cooperate systematically to conduct business called organization.

True False

Question No: 3

Information system must fulfil the needs of which of the following:

Customers **Business** Employee

Question No: 4

Closed system is dependent on the internal resources and data.

True page 34 False

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

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Question No: 5

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

Neural network System

Fuzzy logic

DSS

ESS

Question No: 6

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured

Semi Structured

Unstructured

Question No: 7

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System design can be explained and presented in -----form.

Narrative

Written

Explanatory

Descriptive

Question No: 8

Targeting advertising to customers to increase the probability, that an offer is accepted.

True

False

Question No: 9

Production subsystem needs to be linked with the marketing system to produce right amount of product.

True

False

Question No: 10

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

True

False

Question No: 11

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

Question No: 12

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

True

False

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles

Question No: 13

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

Question No: 14

Evaluate recovery patterns, relevant costs involved is an example of Choice phase

TRUE

FALSE

Evaluate recovery patterns, relevant costs involved is an example of monitoring

Question No: 15

The spiral lifecycle model is a combination of the classic water Fall model and aspects of risk analysis.

True

False

Question No: 16

The spiral model emphasizes the need to go back and reiterate earlier steps number of times as the

True

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project progresses.

False

Question No: 17 (Marks: 1)

Why does it need for Production subsystem to be linked with marketing system?

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

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Question No: 19 (Marks: 2)

What do you mean by System Analyst?

Page 80,83

Question No: 20 (Marks: 3)

Identify different phases of Spiral model.

Page 98

Question No: 21 (Marks: 5)

Discuss the Characteristics of the Incremental Model with pros and cons.

Page 95

Question No: 22 (Marks: 10)

Discuss different types of Decisions in detail.

Page 70

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

True False

Question No: 2 Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True **False**

Question No: 3

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

Graphical Model **Mathematical Model** Algebra Model

Question No: 4

The departmental structures are -----in banking and financial sector.

Different Same Mixed

Question No: 5

----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

BRP **MRP** CRP

Question No: 6

Production subsystem needs to be linked with the marketing system to----- right amount of

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product. **Produce** Sale Purchase

Question No: 7

WaterFall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True False

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Solved by Askari Team

Question No: 8

BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

True **False**

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

Question No: 9

Decision procedures can be pre-specified, but not enough to lead to the correct decision are called Structured Decisions Unstructured Decisions Semi Structured Decisions

Question No: 10

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence Design Choice **Implementation**

Question No: 11

Devise a discount or training policy is an example of choice phase.

TRUE **FALSE**

Devise a discount or training policy is an example of design

Question No: 12

Source of information is generally categorize in primary, secondary and _____

Proximity Initially **Tertiary**

Question No: 13

Which of the following structure contains less number of management levels?

Flat Structure Tall Structure Classical structure

Question No: 14

_____ Information is just like feedback of organization image in public.

Formal Informal External

Question No: 15 Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative **Incremental** Raid

Question No: 16

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True **False**

Incremental model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 17 (Marks: 1)

What do you understand by Business environment?

Question No: 18 (Marks: 1)

What is information System?

Question No: 19 (Marks: 2)

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Define Technical Feasibility?

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

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Question No: 20 (Marks: 3)

What will be the results if we compare Incremental models with Iterative Models? Explain with any example

Page 97

Question No: 21 (Marks: 5) Discuss information requirements at different levels of Management in Marketing information System?

Page 52

Question No: 22 (Marks: 10)

The difference between the manual and computerized environment arises due to the many reasons , discuss them in detail.

Page 102

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Manufacturing process involves more than one sub-process. **True**
False

Question No: 2

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True False

Question No: 3

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True False

Question No: 4

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records.

Model Building Deployment **Exploration**

Question No: 5

Which of the following is an approach for developing systems based on producing deliverables frequently/repetitively. Each iteration, consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product?

Incremental Model **Iterative Model** RAID Spiral

Question No: 6

The departmental structures are different in banking and financial sector

True False

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Question No: 7 Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

True

False

Question No: 8 Decision making is the cognitive process of selecting a course of action from

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Solved by Askari Team

among multiple alternatives

True False

Question No: 9

Devise a discount or training policy is an example of design phase

TRUE FALSE

Question No: 10

Technical Reports are examples of _____ resource.

Tertiary **Primary** Secondary

Question No: 11

_____ sources are used, which simplify the process of finding the proximity Literature.

Secondary Primary Tertiary

secondary sources are those which simplify the process of finding and evaluating the primary literature.

Question No: 12 _____ is a group of people organized to accomplish an overall goal

System Procedure **Organization**

Question No: 13

Information quality checklist is the criteria to evaluate _____ of information.

Size **Quality** Need

Question No: 14

Which of the following has collection of predefined procedures related to each other?

Organization **System** Firm

Question No: 15

_____ is connected to its environment by means of recourse of flows.

Open loop system Close system **Open system**

Question No: 16 Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative **Incremental** Raid

Question No: 17 (Marks: 1)

Information systems produce the information that organizations need to make decisions, control operations, analyze problems, and create new products or services. Identify and describe the three activities found in information systems.

Question No: 18 (Marks: 1) **Define**

water fall model of SDLC. Question

No: 19 (Marks: 2)

Identify the purpose of Feasibility study.

Question No: 20 (Marks: 3)

List any three benefits of CRM.

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Solved by Askari Team

Question No: 21 (Marks: 5)

What is the purpose of Transaction Processing system?

Question No: 22 (Marks: 10)

What is the purpose of Feasibility Study? Discuss key areas?

ns. Explain it with examples.

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☐ *Question No: 1 (Marks: 1) - Please choose one***

*** **Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----***

▶ *WTO***

▶ *Company Ordinance***

*▶ ***Business Environment****

▶ *Company Structure ***

**

*Question No: 2 (Marks: 1) - Please choose one***

*** **Every system comprises of basic components which in a co-ordination formulate a system. ***

*▶ ***True****

▶ *False***

**

*Question No: 3 (Marks: 1) - Please choose one***

*** **Data warehouses are generally batch updated at the end of the day, week or some period.***

*▶ ***True****

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► *False***

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**

*Question No: 4 (Marks: 1) - Please choose one***

*** **Due to fluctuating changes in fashion trends, pre-seasonal planning becomes ----- ***

* ► ***Critical***

► *Simple***

► *Moderate***

**

*Question No: 5 (Marks: 1) - Please choose one***

*** **Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty***

* ► ***True***

► *False*

**

*Question No: 6 (Marks: 1) - Please choose one***

*** ** In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable***

* ► *Spiral****

► WaterFall

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► Incremental

► Iterative

**

*Question No: 7 (Marks: 1) - Please choose one***

*** WaterFall **model places emphasis on documentation (such as requirements documents and design documents) as well as source code. ***

*► *True****

► False

**

*Question No: 8 (Marks: 1) - Please choose one***

*** **Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.*

*► ***True****

► False

**

*Question No: 9 (Marks: 1) - Please choose one***

*** **Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing* *machinery?*

► CAD

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* ► *CAM****

► CIM

**

*Question No: 10 (Marks: 1) - Please choose one***

*** *Using a decision support system involves an interactive analytical modeling process.

* ► *TRUE****

► FALSE

**

*Question No: 11 (Marks: 1) - Please choose one***

*** *Directories are example of_____resource.

► Primary

► Secondary

* ► *Tertiary****

**

*Question No: 12 (Marks: 1) - Please choose one***

*** *_____is the raw data entered in the computer system.

* ► *Input element****

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► Control Mechanism

► Output System

**

*Question No: 13 (Marks: 1) - Please choose one***

*** *Feed back is the integral part of the _____

► Open system

► Close System

*► *Closed Loop System****

**

*Question No: 14 (Marks: 1) - Please choose one***

*** *Spem and written form of an entity is used in _____ model.

Physical ►

*Narrative**** ► *

Graphical ►

**

*Question No: 15 (Marks: 1) - Please choose one***

*** ** -----combines many human resource functions like
benefits administration, payroll, recruiting and training etc.***

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***Human Resource Information System*

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*Account Information ► System***

*Financial Information System*** ►

**

*Question No: 16 (Marks: 1) - Please choose one***

*** In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to-case basis.*

*Semi-Structured ► decisions***

Unstructured decisions* ► *

*Structured ► decisions***

**

*Question No: 17 (Marks: 1) ***

**Give any example that is basically a primary source but is also a secondary

source too.

A good example of this source is Newspaper articles.

**

*Question No: 18 (Marks: 1) ***

*** Define TQM?***

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TQM is a set a philosophy and style of management that gives everyone in an organization responsibility for delivering quality to the customer.

**

*Question No: 19 (Marks: 2) ***

*** *Identify the Characteristics of the Incremental Model

There are the following characteristics of the Incremental Model.

1. Once an incremented portion is developed, requirements for that increment are frozen.
2. Partial systems are successively built to produce a final total system.
3. Highest priority requirements tackled early on.
4. The system development is bren into many mini development projects.

*Question No: 20 (Marks: 3) ***

*** What are the information requirements for Management level in Accounting & financial Information Systems.***

There are two systems used for this purpose which are the following.

*Accounting information system**:* This system shares all accounting reports at different levels of management.

*Financial Management Information System**:* This system provides financial information to managers in an organization. Based on these reports, managers analyze historical and current financial activity, and also project future financial needs. It is also used for monitoring and controlling the use of funds over time using the information developed by the MIS department.
Professional

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MIS reports are made by accounting firms for accurate analysis. These reports are comprehensive and help the middle and top management take important decisions regarding the finance, accounting and overall business operations.

**

*Question No: 21 (Marks: 5) ***

*** **

What should be the basic characteristics of paper free environment?

The basic characteristics of Paper Free Environment are as following.

1. It makes easy payments made through Electronic payment system.
2. As we know Information overload enhances paper work.
3. Report generation and record analysis gets convenient and easy.
4. An IS/CBIS should be efficient enough to properly manage of documents electronically.
5. Maintenance of records in hard form has always proven to be a cumbersome task.
6. Customer orders met through Virtual Private Networks and intranets.

* *

*Question No: 22 (Marks: 10) ***

*** *What are the management styles? Discuss in details.

There are the following 3 basic types of Management Styles

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1. Authoritative

2. Participative

3. Mixed

***1. Authoritative ***

In this style of management authoritarian manager makes all the decisions, keeping the information and decision making among the senior management. Objectives and tasks are set and the workforce is expected to do exactly as required. The communication involved with this method is mainly downward, from the leader to the sub-ordinate critics. The main advantage of this style is that the direction of the business will remain constant, and the decisions will all be similar, this in turn can project an image of a confident, well managed business. On the other hand, subordinates may become highly dependent upon the leaders and supervision may be needed. Decisions are taken centrally by the senior management themselves and are enforced at all levels.

***2. Participative ***

This is also called Democratic style. In this style the manager allows the employees to take part in decision-making so everything is agreed by the majority. The communication is extensive in both directions. This style can be particularly useful when complex decisions need to be made that require a range of specialist skills.

***3. Mixed ***

The style of management is a combination of both authoritative and participative style. In this type the Input from employees is taken and respected. Final decision is taken by the senior management keeping in view the views given by the employees.

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Q17: List the sources of information. (1 Marks)

Q18: When the news article would become a secondary source, although it is a primary source? (2 Marks)

Q19: What you know about ESS. (3 Marks)

Q20: Any one model of DSS. (1 Marks)

Q21: How the information systems influences the organization, people and technology? (5 Marks)

Q22: Write the benefits and risks of evaluating prototyping. (10 Marks)

Qusetion1= cons of incremental modal(1)

2= key area of feasibility(2)

3= Decision Making application international nidech anide to open branch in pak(5)

4 = What is incremental modal pros and cons of Incremental modal(10)

5= Define primary data(1)

what system analyst do(3 marks)

Culture of organization (5 marks)

spiral model (10 marks)

AIS (2 marks)

1 types of Sources of Information ?

2 benefits of CRM ?

3 Describe organization in ur own words?The main objectives of Organization?(10)

What is system (1)

Internet environment and external environment of system (10)

types of manufacturing system (2)

2 question which have one mark what are information systems? what is data mining?

one is 3 marks

what we developed after the development system?

one is 5 marks

what is the database and point out the scope and features, explain briefly?

one is 10 marks

why we information system needed?

2 Questions of 1 mark i.e.

1. What are the source of Information?

2. How information need differ in organizations?

1 Question of 2 marks i.e

Official system Automation (kuch aysa hi tha)

1 question of 3 marks (Yad nahi)

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1 question of 5 marks i.e

Explain Garbage Can Model and Empire Building Model

1 question of 10 Marks i.e

Explain the process of Decision Making in detail

1)_how information system influence at people,organization n technology marks 5

2)_write abt types of decision/ marks10

3)_what is SDLC means / marks 3

4)_increment model / waterfall model /marks 1Why Prototypes are used ? (2)

Incremental Model of SDLC ? (3)

Discuss Incremental Model with a real life Example ? (5)

Spiral Model its weakness and Strengths (10)

5 marks question discuss Data ware house is a logical collection of information?

10 marks question what do you know about incremental model? Discuss pros and cons?

3 marks question what is the difference between data and information?

2 maks question point out any one weakness of incremental model

MID TERM

Question No: 17 (Marks: 1)

On what factors need of information depends in any organization?

Good information is essential for effective operation and decision making at all levels in businesses. Identifies and illustrates the different kinds of information by the complex internal and external communication links of a typical R&D department.

Question No: 18 (Marks: 1)
Define TQM?

TQM is a set of management and control activities which focus on quality assurance.
(P # 61)

Question No: 19 (Marks: 2)

Enlist the types of models used in DSS.

Physical Models
Narrative Models
Graphic Models
Mathematical Models

Question No: 20 (Marks: 3)

What is the need for accounting information system (AIS) to be linked to all the

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information systems in an organization?

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Accounting information system is linked to all the information systems in an organization. This is important because the data required for proper bookkeeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

Question No: 21

(Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

An organization should consider the above mentioned requirements while devising a system which tailors for specific information needs.

Question No: 22

(Marks: 10)

What are the management styles? Discuss in details.

Various management styles can be employed dependent on the culture of the business, the nature of the task, the nature of the workforce and the personality and skills of the leaders.

There are three Management Styles.

1. Authoritative
2. Participative
3. Mixed

1) Authoritative

An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management. Objectives and tasks are set and the workforce is expected to do exactly as required. The communication involved with this method is mainly downward, from the leader to the sub-ordinate; critics such as Elton Mayo have argued that this method can lead to a decrease in motivation from the employee's point of view. The main advantage of this style is that the direction of the business will remain constant, and the decisions will all be similar, this in turn can project an image of a confident, well managed business.

2) Participative

In a Democratic style, the manager allows the employees to take part in decision-making; therefore everything is agreed by the majority. The communication is extensive in both

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directions (from subordinates to leaders and vice-versa). This style can be particularly

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useful when complex decisions need to be made that require a range of specialist skills: for example, when a new computerized system needs to be put in place and the upper management of the business is computer-illiterate. From the overall business's point of view, job satisfaction and quality of work will improve. However, the decision-making process is severely slowed down, and the need of a consensus may avoid taking the 'best' decision for the business.

3) Mixed

The approach is a combination of both authoritative and participative style. Input from employees is taken and respected, final decision is taken by the senior management keeping in view the views given by the employees.

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

System design can be explained and presented in narrative form. But the benefits of diagrammatic view cannot be understated. This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system.

Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems?

Financial Information Systems like other information systems should cater for information requirements at each level, for instance.

Strategic level

1. Investment goals
2. Long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

The Choice Phase

A course of action is selected out of the available alternatives as devised in the Design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each?

Iterative Models

In these models customer feedback is taken at each phase and project is modified

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accordingly – if need be. Prototypes are used in these models.

Incremental Models

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In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

Benefits of Marketing IS

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been upto is also a critical marketing information. This should not be taken as espionage on competitors.
3. A forecast of demand is also a critical part of marketing analysis. MKIS helps in achieving this as well.
4. Field sales can also be monitored where sales agents are used to market products.
5. Customers can be quickly updated based on their information kept in MKIS.
6. Dealers involved in sale of product can also be monitored to help enhance revenues.

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.

2. To drill down into the various aspects of the business process without losing sight of the complete system.

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.
- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

These two points may be understood as providing a means for undertaking the following tasks:

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- A technique to map the system under study.

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- To drill down into the various aspects of the business process without losing sight of the complete system.

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

Usually such organizations are characterized by large scale of operations. Various criteria can be used for this purpose.

- Number of employees
- Amount of turnover
- Number of branches
- Profit size
- Value of assets
- Number of businesses the organization is working in

Question No: 19 (Marks: 2)

What aspects should be covered by design of information flow?

Design of the information flow

It is a major step in the conceptual design. Following aspects should be covered

- Flow of data & information and transformation points.
- Frequency and timing of flows.
- The extent of formality in these flows – input forms, report formats.

Question No: 21 (Marks: 5)

Identify the basic purpose of DFD and identify the steps of designing a DFD for any process?

Data Flow Diagram

"A data flow diagram (DFD) is a graphical representation of the "flow" of data through an information system."

The purpose of data flow diagrams is to provide a linking bridge between users and systems developers. The data flow diagrams are:

- Graphical, eliminating thousands of words;
- Hierarchical, showing systems at any level of detail

Question No: 22 (Marks: 10)

Discuss the purpose of Feasibility Study? Discuss key areas?

Entry and Feasibility Study

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The purpose of this phase is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified. Following examples can be considered to explain this situation.

- Say a problem has been recognized by a group of users. They believe they can design and implement a solution themselves using a high level language. Their proposed system will have little impact on others within the organization, nor will it be material from the viewpoint of the overall organization. In this situation, the users are already motivated to bring about change. Thus activities to accomplish successful entry are minor or unnecessary.
- On the other hand, consider a solution where potential solutions will have a widespread impact on the overall organization. Activities to accomplish successful entry are now critical. Information systems professionals must seek to establish themselves as legitimate change agents among the stake holders. Moreover they must seek to foster among the stakeholders a commitment to change. If potential solutions will have a significant impact on task and social systems, a spirit of collaborative analysis and evaluation among stakeholders must be developed. Once the entry is successful, a preliminary study can be carried out to evaluate the feasibility of the new system. A Feasibility study team should be constituted
- Draw representatives from the departments affected by the project
- At least one person must have a detailed knowledge of computers and systems design (called system analyst).
- At least one person should have a detailed knowledge of
 1. The organization
 2. How current system operates
 3. Information needs of the system
 4. Defects in the existing system
- Consultants from the outside

Question No: 21 (Marks: 2)

List any two tools used to implement TQM.

- Histogram
- Pareto Analysis
- Cause & Effect Diagram

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

- The organization
- How current system operates

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- Information needs of the system

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- Defects in the existing system

Question No: 23 (Marks: 3)

Define basic goals of Computer Integrated Manufacturing (CIM).

- Simplification of all manufacturing technologies and techniques
- Automation of as many of the manufacturing processes as possible by integration of many information technologies like, Flexible Manufacturing Systems, Computer aided Engineering (CAE), Just in time (JIT).
- Integration and coordination of all the manufacturing aspects through computer hardware and software.

Question No: 25 (Marks: 5)

Define different models of SDLC?

Types of System Development Life-Cycle Model

The concept of system development lifecycle model has been explained in various shapes and forms. The concluding form follows the same spirit except for minor differences.

Waterfall model / Classic lifecycle/ Linear Sequential Model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

Incremental Models

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Iterative Models

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Question No: 26 (Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making

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process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

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This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Question No: 21 (Marks: 2)

What do we mean by cognitive process?

Ans:

Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment.

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

Ans:

A person who has a detailed knowledge of computers and system design and his basic function is to analyze the whole system and find out the problems it there is.

Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

Ans:

Entity Relationship Diagram (ERD) is a tool used in system design. ERD as shown in the above indicates simple relationships. These relationships can be read as.

- One department has one supervisor
 - A department may have more than one employee
- Or
- An employee may be in more than one departments
 - An employee may not be working on any project but a project must have at least one employee working on it.

Question No: 24 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Ans:

The Choice Phase

A course of action is selected out of the available alternatives as devised in the Design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

Question No: 25 (Marks: 5)

What do you understand by system design and identify the steps it includes.

Ans:

System design can be explained and presented in narrative form. But the benefits of

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diagrammatic view cannot be understated. This helps to give a snapshot of what the

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entire system los like. Various Diagrammatic tools can be used while designing the system. It can be explained and presented in narrative form.

As an example consider the following DFD which indicates a simple process of recording transactions and posting into general ledger

Question No: 26 (Marks: 5)

DSS are used to take help in Semi structured decisions. What does DSS use as support in order to facilitate Semi Structured Decision making?

Ans:

Semi-structured Decisions:

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment. In small organizations decisions are usually transferred from form top to bottom. In large organizations the decision are usually taken based on meeting of all departmental heads. The fact is that whether decisions are taken by single person or all in a formal meeting is not the sole determinant of a decision being structured or unstructured. Rather it simply shows the complexity of the problem.

Decision-making process

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Situation in which Spiral Model should be used? 5 Marks Ans:

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses. It's actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed to the linear view of the waterfall approach. It can incorporate other models in its various developmental phases.

Difference between Empire building and Garbage Can Model? 5 Marks Ans:

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

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Garbage Can Model

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This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions?

- Islamic
- Christian
- Hindu
- Social

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 1)

Question No: 1

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Primary Information Tertiary Information Secondary Information All of above

Question No: 2

Every decision we take in daily life requires some sort of information about the alternatives available.

True False

Question No: 3

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Super market Online Market **Competitive market**

Question No: 4

*A TPS wants every transaction to be processed in the same way regardless of the **User**
 Data Information*

Question No: 5

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True False

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Question No: 6

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

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Robustness

Heuristic

DSS

EIS

Question No: 7

Data warehouses are generally batch updated at the end of the day, week or some period.

False

True

Question No: 8 Automation has not enhanced the availability of information.

True

False

Question No: 9

Data mining can allow a firm to develop:

DSS based on the Web and Specific marketing campaigns for different customer segments

Specific marketing campaigns for different customer segments

DSS based on the Web.

Question No: 10

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

True

False

Question No: 11

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping

Iterative

Incremental

RAID

Question No: 12

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

Incremental Model

WaterFall Model

Iterative Model

RAID

Question No: 13

Using a decision support system involves an interactive analytical modeling process.

TRUE

FALSE

Question No: 14

Evaluate recovery patterns, relevant costs involved is an example of the following:

Implementation

Choice

Monitoring

Question No: 15

Management is concerned with the day to day costs, production targets in _____

Service sector

Manufacturing Sector

Trading sector

Question No: 16 _____ is not connected with environment.

Close system

Open system

Closed Loop System

Question No: 17 (Marks: 1)

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What do you understand by Spiral Models?

Page 98 lesson no 21

Question No: 18 (M

arks: 1)

Give any example that is basically a primary source but is also a secondary source too.

Page 11 lesson no 1

A newspaper article is a primary source if it reports events, but a secondary source if it

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analyses and comments on those events

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Procedures are organized in a -----manner to form systems

Logical Physical Hybrid

Question No: 2

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True False

Question No: 3

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information Decision Management

Question No: 4

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

Skill Set Data Set Tool Set

Question No: 5

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

DDS **MIS** (page43) IS

Question No: 6

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured Unstructured Semi-Structured

Question No: 7

Partial systems are successively built to produce a final total system in the following model:

Waterfall RAID Iterative Model **Incremental Model**

Question No: 8

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC System Design System Analysis Audit Trials

Question No: 9

CRM software requires highly integrated environment for high Productivity, which is rarely available.

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True

False

Question No: 10

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

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BRP

MRP

CRP

Question No: 11

The procedures to follow when decision is needed can be specified in advance

True

False

Question No: 12

Information products made more valuable by their attributes, characteristics, or qualities

TRUE

FALSE

Question No: 13

In _____ decisions, problem is recurring and repetitive

Unstructured

Structured

Semi structured

Question No: 14

_____ is the raw data entered in the computer system.

Input element

Control Mechanism

Output System

Question No: 15

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

page102

False

Question No: 16

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Question No: 17 (Marks: 1)

What is information System?

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Medium size organizations usually have simple management structure than those of small organizations.

True

False

Question No: 2

Information should be tailored in accordance with the organization's culture and structure.

True

False

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Question No: 3

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records.

Model Building

Deployment

Exploration

Question No: 4

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Decision making is the cognitive process of selecting a course of action from among -----

alternatives

Multiple

Double

Triple

Question No: 5

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

Question No: 6

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

Waterfall

Incremental

Iterative

Question No: 7

Partial systems are successively built to produce a final total system in the following model:

WaterFall

RAID

Iterative Model

Incremental Model

Question No: 8

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

Question No: 9

Using a decision support system involves an interactive analytical modeling process

TRUE

FALSE

Question No: 10

Source of information is generally categorize in primary, secondary and _____

Proximity

Initially

Tertiary

Question No: 11 Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary

Question No: 12

Board of Directors are elected from _____

Employees

Customers

Share holders

Question No: 13

_____ is a group of elements that are integrated with common purpose of objective.

Procedure

System

Firm

Question No: 14

Word Processing is an example of the following system:

Office automation system

page43

Decision support system

Word processing

Question No: 15 _____ is known as father of warehouse.

Stephen hawking

Bill gates

Bill Inmon

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Question No: 16

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

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The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Every decision we take in daily life requires some sort of data about the alternatives available.

True **False**

Question No: 2

Information system must fulfill the needs of which of the following:

Customers **Business** Employee

Question No: 3

Every system comprises of basic components which in a co-ordination formulate a system.

True False

Question No: 4

----- level is formulation of new sales products, and identifying new sales opportunities

Operational Managerial **Strategic**

Question No: 5

Automation has not enhanced the availability of information.

True **False**

Automation has enhanced the availability of information

Question No: 6

Accounting information system (AIS) is linked to all the information systems in an organization.

True False

Question No: 7

Cost benefit analysis is a must in choosing an alternative in a decision making model.

True False

Question No: 8

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured Semi Structured **Unstructured**

http://e-learning.mfu.ac.th/mflu/1203371/chapter3_3.htm

Question No: 9

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping Iterative **Incremental** RAID

Question No: 10

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

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Incremental Model

Waterfall Model

Iterative Model

RAID

Question No: 11

There are five phases of the decision making process

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True False

Question No: 12

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence Design Choice **Implementation**

Question No: 13

Receivables and payables are the information needs in _____

Small Organization Medium organization Large Organization

Question No: 14

Board of Directors are elected from _____

Employees Customers **Share holders**

Question No: 15

Devaluation of currency is called _____

Interest rate **Inflation** Markup

Question No: 16

What-if analysis technique is used by _____

Model Driven DSS Data Driven DSS Data Mining

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

True False

Question No: 2

A structure through which individuals cooperate systematically to conduct business called organization.

True False

Question No: 3

Information system must fulfil the needs of which of the following:

Customers **Business** Employee

Question No: 4

Closed system is dependent on the internal resources and data.

True page34 False

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

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Solved by Askari Team

Question No: 5

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

Neural network System

Fuzzy logic

DSS

ESS

Question No: 6

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

Structured

Semi Structured

Unstructured

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Question No: 7

System design can be explained and presented in -----form.

Narrative

Written

Explanatory

Descriptive

Question No: 8

Targeting advertising to customers to increase the probability, that an offer is accepted.

True

False

Question No: 9

Production subsystem needs to be linked with the marketing system to produce right amount of product.

True

False

Question No: 10

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

True

False

Question No: 11

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

Question No: 12

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

True

False

Unstructured: Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles

Question No: 13

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE

FALSE

Question No: 14

Evaluate recovery patterns, relevant costs involved is an example of Choice phase

TRUE

FALSE

Evaluate recovery patterns, relevant costs involved is an example of monitoring

Question No: 15

The spiral lifecycle model is a combination of the classic water Fall model and aspects of risk analysis.

True

False

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Question No: 7

Question No: 16

The spiral model emphasizes the need to go back and reiterate earlier steps number of times as the project progresses.

True False

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

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Question No: 1

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

True False

Question No: 2 Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True **False**

Question No: 3

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

Graphical Model **Mathematical Model** Algebra Model

Question No: 4

The departmental structures are -----in banking and financial sector.

Different Same Mixed

Question No: 5

----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

BRP **MRP** CRP

Question No: 6

Production subsystem needs to be linked with the marketing system to----- right amount of product.

Produce Sale Purchase

Question No: 7

WaterFall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True False

Question No: 8

BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

True **False**

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

Question No: 9

Decision procedures can be pre-specified, but not enough to lead to the correct decision are called

Structured Decisions **Unstructured Decisions** **Semi Structured Decisions**

Question No: 10

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence Design Choice **Implementation**

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Question No: 11

Devise a discount or training policy is an example of choice phase.

TRUE

FALSE

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Devise a discount or training policy is an example of design

Question No: 12

Source of information is generally categorize in primary, secondary and _____

Proximity Initially **Tertiary**

Question No: 13

Which of the following structure contains less number of management levels?

Flat Structure Tall Structure Classical structure

Question No: 14

_____ Information is just like feedback of organization image in public.

Formal Informal External

Question No: 15 Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative **Incremental** Raid

Question No: 16

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True **False**

Incremental model combines the elements of the waterfall model with the philosophy of prototyping.

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

Question No: 1

Manufacturing process involves more than one sub-process.

True False

Question No: 2

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

True False

Question No: 3

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True False

Question No: 4

----- **needs data preparation which may involve filtering data and data transformations, selecting subsets of records.**

Model Building Deployment **Exploration**

Question No: 5

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Which of the following is an approach for developing systems based on producing deliverables frequently/repetitively. Each iteration, consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product?

Incremental Model

Iterative Model

RAID

Spiral

Question No: 6

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The departmental structures are different in banking and financial sector

True False

Question No: 7 Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

True False

Question No: 8 Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True False

Question No: 9

Devise a discount or training policy is an example of design phase

TRUE FALSE

Question No: 10

Technical Reports are examples of _____ resource.

Tertiary **Primary** Secondary

Question No: 11

_____ sources are used, which simplify the process of finding the proximity Literature.

Secondary Primary Tertiary

secondary sources are those which simplify the process of finding and evaluating the primary literature.

Question No: 12 _____ is a group of people organized to accomplish an overall goal

System Procedure **Organization**

Question No: 13

Information quality checklist is the criteria to evaluate _____ of information.

Size **Quality** Need

Question No: 14

Which of the following has collection of predefined procedures related to each other?

Organization **System** Firm

Question No: 15

_____ is connected to its environment by means of recourse of flows.

Open loop system Close system **Open system**

Question No: 16 Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative **Incremental** Raid

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

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Question No: 1

Every decision we take in daily life requires some sort of information about the alternatives available.

True

False

Question No: 2

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Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True False

Question No: 3

The components of open loop system do not include control and feedback mechanism.

True False

Question No: 4

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information Decision Management

Question No: 5

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

True False

Question No: 7

Systems analysts work as a link between Business people, & Computer Programmers.

True False

Question No: 8

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Prototyping Iterative Incremental RAID

Question No: 9

WaterFall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True False

Question No: 10

The purpose of feasibility Study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

True False

Question No: 11

Decision procedures can be pre-specified, but not enough to lead to the correct decision are called _____

Structured Decisions Unstructured Decisions Semi Structured Decisions

Question No: 12

Information that is outdated, inaccurate, or hard to understand has much less value

TRUE FALSE

Question No: 13

_____sources are used, which simplify the process of finding the proximity Literature.

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Secondary

Primary

Tertiary

Question No: 14

Information quality checklist is the criteria to evaluate_____of information.

Size

Quality

Need

Question No: 15

Spoken and written form of an entity is used in_____model.

Physical

Narrative

Graphical

Question No: 16

RAID model combines the elements of the waterfall model with the philosophy of prototyping.

True

False

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

Question No: 1

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

Robustness

Heuristic

DSS

EIS

Question No: 2

Due to fluctuating changes in fashion trends, pre-seasonal planning becomes-----

Critical

Simple

Moderate

Question No: 3

Call centres use automatic call distributors (ACD's) to route calls to the appropriate agent.

True

False

Question No: 4

The departmental structures are -----in banking and financial sector.

Different

Same

Mixed

Question No: 5

Automation has not enhanced the availability of information.

True

False

Question No: 6

The study of business problem domain used to recommend improvements and specify the business

Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

Question No: 7

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

WaterFall

Incremental

Iterative

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Question No: 8

Which of the following information systems cater for the needs of Accounts & Finance Department.

Accounting and Managerial

MIS

EIS

AIS

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Question No: 9

Which of the following is one of the “Types of Problem”?

Structured Unstructured Semi-Structured ALL of the given options

Question No: 10

Technical Reports are examples of _____ resource.

Tertiary Primary Secondary

Question No: 11

Commentaries are the example of _____ sources.

Primary Tertiary Secondary

Question No: 12

In _____ style managers allow employees to take part in decision making.

Authoritative Mixed Democratic

Question No: 13 Organization is a group of elements that are integrated with the common purpose of achieving an object.

True False

Question No: 14 Closed System depends on _____ and data.

Internal resources External resources Procedures.

Question No: 15 Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

Iterative Incremental Raid

Question No: 16 The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True False

Question No: 17 (Marks: 1)

Define CRM?

Question No: 18 (Marks: 1)

What is Primary source of information?

Question No: 19 (Marks: 2)

Differentiate CBIS from manual information systems.

Question No: 20 (Marks: 3) What do you understand by ESS?

Question No: 21 (Marks: 5)

MKIS (Marketing Information system) is a type of Information System that helps the firm. Discuss its basic objectives and types of marketing information?

Question No: 22 (Marks: 10) What are the components of the Expert System and how they are different from the neural network?

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Question No: 9

Cs507 mid 2008

Question No: 2 Devaluation of currency is called _____

□□□□□▶ **Interest rate**

□□□□□▶ **Inflation**

□□□□□▶ **Markup**

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Question No: 3

_____sources materials in which the information from secondary sources has been digested.

☒ **Primary**

☐ Tertiary

☐ Secondary

Question No: 4

Debtor's aging report Debtor's aging report is an example of the following phase?

☐ ☐

☒ **Design**

☐ Intelligence

Question No: 5

There are TWO phases of the decision making process

☒ **TRUE**

☐ FALSE

Question No: 6

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

☐ Intelligence

☒ **Design**

☐ Choice

☐ Implementation

Question No: 8

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

☐ Prototyping

☐ Iterative

☒ **Incremental**

☐ RAID

Question No: 9

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

☒ **System Analysis**

☐ System Design

☐ Risk Management

☐ Risk Analysis

Question No: 10

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Data mining can allow a firm to develop:

- ▶ DSS based on the Web and Specific marketing campaigns for different customer segments
- ▶ Specific marketing campaigns for different customer segments
- ▶ DSS based on the

Web. Question No: 11

Targeting advertising to customers to----- the probability, that an offer is accepted.

- ▶ Decrease
- ▶ Increase
- ▶ Stable

Question No: 12

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

- ▶ True
- ▶ False

Question No: 13

The term information architecture describes a specialized -----which relates to the management of information and employment of informational tools.

- ▶ Skill Set
- ▶ Data Set
- ▶ Tool Set

Question No: 14

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure

- ▶ Infrastructure
- ▶ Decision Support System
- ▶ Management System

Question No: 15

High level of foreign trade has resulted in imports and exports which require inter linkage for

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smooth coordination.

► **True** ► False

Question No: 16

Which of the following sources are original materials on which other research is based?

► **Primary** ► Secondary ► Tertiary ► None of these

MIDTERM EXAMINATION

CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small ganizations.

True

False

Reference & Explanation:

Page # 17, lecture # 03

Small organizations usually have simple management structure.

Question No: 2 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

True

False

Reference & Explanation:

Page # 23, lecture04

Information should be tailored in accordance with the organization's culture and structure.

Question No: 3 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data

transformations, selecting subsets of records.

Model Building

Deployment

Exploration

Reference & Explanation:

Page # 47, lecture # 11

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Exploration – includes data preparation which may involve filtering data and data transformations, selecting subsets of records.

Question No: 4 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among -----alternatives

Multiple

Double

Triple

Reference & Explanation:

Page # 69, lecture # 15

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 5 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

Reference & Explanation:

Page # 102, lecture # 22

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

WaterFall

Incremental

Iterative

Reference & Explanation:

Page # 99, lecture # 21

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Weaknesses:

- Difficult to convince some customers that the evolutionary approach is controllable
- Needs considerable risk assessment
- If a risk is not discovered, problems will surely occur

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Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

WaterFall

RAID

Iterative Model

Incremental Model

Reference & Explanation:

Page # 95, lecture # 20

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance.

Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

False

Reference & Explanation:

Page # 69, lecture # 15

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

True

False

Explanation:

Decision Support Systems

Using a decision support system for laws drafting involves an interactive analytical modeling process. For example, using a DSS software package for decision support

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may result in a series of displays in response to alternative what-if changes entered by court personnel. This differs from the demand responses of information reporting systems, since the personnel are not demanding pre-specified information. Rather, they are exploring possible alternatives. Thus, they do not have to specify their information needs in advance. Instead, they use the DSS to find the information they need to help them make a decision. That is the essence of the decision support system concept. Using a decision support system involves four basic types of analytical modeling activities: (1) what-if analysis, (2) sensitivity analysis, (3) goal-seeking analysis, and (4) optimization analysis, let's briefly look at each type of analytical modeling that can be used for decision support.

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorized in primary, secondary and

Proximity

Initially

Tertiary

Reference & Explanation:

Page # 11, lecture # 01

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

Question No: 11 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary

Reference & Explanation:

Page # 13, lecture # 01

Some examples of secondary sources:

1. bibliographies (may also be tertiary)
2. biographical works

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3. commentaries
4. dictionaries and encyclopedias (may also be tertiary)
5. dissertations or theses (more usually primary)
6. handbos and data compilations (may also be tertiary)
7. history

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

Employees

Customers

Share holders

Question No: 13 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

Procedure

System

Firm

Reference & Explanation:

Page # 13, lecture # 01

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 14 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

Office automation system

Decision support system

Word processing

Reference & Explanation:

Page # 43, lecture # 10

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For Instance

- Word processing
- Desktop publishing
- Imaging & Web publishing
- Electronic calendars – manager's appt. calendars
- Email
- Audio & video conferencing – establishing communication between geographically dispersed

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persons.

Question No: 15 (Marks: 1) - Please choose one
_____ is known as father of warehouse.

Stephen hawking

Bill gates

Bill Inmon

Reference & Explanation:

<http://www.intranetjournal.com/features/datawarehousing.html>

The term Data Warehouse was coined by Bill Inmon in 1990, which he defined in the following way: "A warehouse is a subject-oriented, integrated, time-variant and non-volatile collection of data in support of management's decision making process". He defined the terms in the sentence as follows:

Question No: 16 (Marks: 1) - Please choose one

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

Question No: 17 (Marks: 1)

Environment is a collection of different elements. List them.

Question No: 1 (Marks: 1) - Please choose one

ERP's major objective is to tightly integrate the functional areas of the organization and to enable seamless information flows across the functional areas.

▶ True

▶ False

Question No: 2 (Marks: 1) - Please choose one

The environment exerts influence on the system and the system also influences the environment.

▶ Open system

▶ Closed system

▶ Closed end System

Question No: 3 (Marks: 1) - Please choose one

Customer touch point is a method of interaction with a customer, such as telephone, e-mail, a customer service or help desk, conventional mail, Web site and store.

▶ True

▶ False

Question No: 4 (Marks: 1) - Please choose one

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One of the methods of integrating different business information systems is :

- ▶ **Supply Chain management software**
- ▶ **Interface reconciliation software**
- ▶ **Message passing**
- ▶ **None of the given options**

Question No: 5 (Marks: 1) - Please choose one

The bullwhip effect refers to erratic shifts in orders up and down the supply chain because of poor demand forecasting, price fluctuation, order batching, and rationing within the chain.

- ▶ **True**
- ▶ **False**

Question No: 6 (Marks: 1) - Please choose one "M-Commerce" stands for

- ▶ **E-Commerce**
- ▶ **None of given options**
- ▶ **Mobile Commerce**

Question No: 7 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

- ▶ **False**
- ▶ **True**

Question No: 8 (Marks: 1) - Please choose one

Organizations sell products to other organizations electronically is an example of:

- ▶ **Ecommerce**
- ▶ **EBusiness**
- ▶ **BPR**
- ▶ **BPRE**

Question No: 9 (Marks: 1) - Please choose one

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Which of the following refers to the process of identifying attempts to penetrate a system and gain unauthorized access?

- ▶ Threat Identification
- ▶ *Intrusion detection*
- ▶ Access Control
- ▶ All of above

Question No: 10 (Marks: 1) - Please choose one

A _____ is an agreed-upon set of conventions that defines the rules of communication.

- ▶ **Protocol**
- ▶ Interconnection Medium
- ▶ Data Packet
- ▶ Message

Question No: 11 (Marks: 1) - Please choose one

The identification of risks should start with:

- ▶ Description of the internal and external risks
- ▶ A brainstorming session with risk management experts and a program profile
- ▶ A good understanding of the program and a brainstorming session with key stakeholders
- ▶ *Definitions of likelihood and impact*

Question No: 12 (Marks: 1) - Please choose one

The term OIS views organization as a combination of process oriented groups whose information needs are related but Independent

- ▶ **False**
- ▶ **True**

Question No: 13 (Marks: 1) - Please choose one

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system.

- ▶ *True*
- ▶ False

Question No: 14 (Marks: 1) - Please choose one

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Which one of the following computer systems uses duplication of components and data to cope with systems failures?

- ▶ Fault-tolerant systems
- ▶ Expert System
- ▶ MIS
- ▶ *OIS*

Question No: 15 (Marks: 1) - Please choose one

Data travels across the internet through several levels of networks until it reaches its middle point.

- ▶ True
- ▶ *False*

Question No: 16 (Marks: 1) - Please choose one

Which of the following is a data model or diagram for high-level descriptions of conceptual data model.

- ▶ *ERD*
- ▶ Flow Chart
- ▶ Algorithm
- ▶ DFD

Question No: 17 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ False

Question No: 18 (Marks: 1) - Please choose one

_____ have usually simple management structure.

- ▶ *Small Organization*
- ▶ Medium organization
- ▶ Large Organization

Question No: 19 (Marks: 1) - Please choose one

_____ is an object that exists and is distinguishable from other objects.

- ▶ Value Sets

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► *Entity*

► Relationships

Question No: 20 (Marks: 1) - Please choose one

Object oriented analysis generates _____

► Implementation constraints

► System Interfaces

► *Conceptual model of Information*

Question No: 21 (Marks: 1) - Please choose one

Inheritance can be defined in terms of _____

► Has kind of

► Is based on

► *Is kind of*

Question No: 22 (Marks: 1) - Please choose one

An IDS with the neural network feature monitors the general patterns of activity and traffic on the network and creates a database.

► *True*

► False

Question No: 23 (Marks: 1) - Please choose one

M-Commerce (mobile commerce) refers to the conduct of e-commerce via wireless devices.

► **True**

► False

Question No: 24 (Marks: 1) - Please choose one

ERP Systems control all major business processes with a single software architecture in real time.

► **True**

► False

Question No: 25 (Marks: 1) - Please choose one

Preparing a situation for change by disconfirming existing attitudes and behaviors is called Unfreezing.

► *True*

► False

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Question No: 26 (Marks: 1) - Please choose one

Ethics is a branch of science that deals with what is considered to be right and wrong.

▶ **True**

▶ **False**

Question No: 27 (Marks: 1) - Please choose one

Which of the following is the process or art of defining the hardware and software architecture, components, modules, interfaces, and data for a computer system to satisfy specified requirements?

▶ **Systems Design**

▶ **Systems Requirement**

▶ **Coding**

▶ **Requirement**

Question No: 28 (Marks: 1) - Please choose one

Buying and selling of products, services and information via computer networks, primarily through Internet is :

▶ **E-Commerce**

▶ **E-Business**

▶ **Web Surfing**

▶ **BPR**

Question No: 29 (Marks: 1) - Please choose one

In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to-case basis.

▶ **Semi-Structured decisions**

▶ **Unstructured decisions**

▶ **Structured decisions**

Question No: 30 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

▶ **True**

▶ **False**

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CS507- Information Systems

Question No: 1 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

- ▶ **True**
- ▶ False

Question No: 2 (Marks: 1) - Please choose one

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

- ▶ False
- ▶ **True**

Question No: 3 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

- ▶ **True**
- ▶ False

Question No: 4 (Marks: 1) - Please choose one

With a ----- decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

- ▶ **Closed-loop**
- ▶ Open-loop
- ▶ Closed System

Question No: 5 (Marks: 1) - Please choose one

The term OIS views organization as a combination of process oriented groups whose information needs are related but Independent.

- ▶ False
- ▶ **True**

Question No: 6 (Marks: 1) - Please choose one

Accounting information system (AIS) is linked to all the information systems in an organization.

- ▶ **True**
- ▶ False

Question No: 7 (Marks: 1) - Please choose one

WaterFall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

- ▶ **True**
- ▶ False

Question No: 8 (Marks: 1) - Please choose one

Operational level is formulation of new sales products, and identifying new sales opportunities

- ▶ True
- ▶ **False**

Question No: 9 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ False

Question No: 10 (Marks: 1) - Please choose one

Public companies are example of _____

- ▶ Small Organization
- ▶ **Large Organization**

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- ▶ Medium organization

Question No: 11 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

- ▶ **Procedure**
- ▶ System
- ▶ Organization

Question No: 12 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

- ▶ **Office automation system**
- ▶ Decision support system
- ▶ Word processing

Question No: 13 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

- ▶ **True**
- ▶ False

Question No: 14 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose can be one of the definitions of System development.

Its system analysis not system development

- ▶ True
- ▶ **False**

Question No: 15 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of choice phase.

- ▶ TRUE
- ▶ **FALSE**

Question No: 16 (Marks: 1) - Please choose one

Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

- ▶ **True**
- ▶ False

Question No: 17 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

- ▶ Primary
- ▶ Tertiary
- ▶ **Secondary**

Question No: 18 (Marks: 1) - Please choose one

Directories are example of _____ resource.

- ▶ Primary
- ▶ Secondary
- ▶ **Tertiary**

Question No: 19 (Marks: 1) - Please choose one

The comparison of actual with the expected is done with the help of _____

- ▶ Input element
- ▶ Processing
- ▶ **Control mechanism**

Question No: 20 (Marks: 1) - Please choose one

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The emerging class of applications focuses on personalized decision support.

- ▶ **TRUE**
- ▶ FALSE

Question No: 1 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

True

False

Question No: 2 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

True

False

Question No: 3 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records.

Model Building

Deployment

Exploration

Question No: 4 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among ----- alternatives

Multiple

Double

Triple

Question No: 5 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

System Analysis

System Design

Risk Management

Risk Analysis

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

WaterFall

Incremental

Iterative

Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

WaterFall

RAID

Iterative Model

Incremental Model

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

True

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False

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

True

False

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and _____

Proximity

Initially

Tertiary

Question No: 11 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

Employees

Customers

Share holders

Question No: 13 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

Procedure

System

Firm

Question No: 14 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

Office automation system

Decision support system

Word processing

Question No: 15 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

Stephen hawking

Bill gates

Bill Inmon

Question No: 17 (Marks: 1)

Environment is a collection of different elements. List them.

Question No: 18 (Marks: 1)

Enlist the categories of the Support system

Question No: 19 (Marks: 2)

Identify any two reasons to use Incremental Models.

Question No: 20 (Marks: 3)

Define CAD?

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

Question No: 1 (Marks: 1) - Please choose one

Procedures are organized in a-----manner to form systems

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Logical

Physical

Hybrid

Question No: 2 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True

False

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information

Decision

Management

Question No: 4 (Marks: 1) - Please choose one

The term information architecture describes a specialized----- which relates to the management of information and employment of informational tools.

Skill Set

Data Set

Tool Set

Question No: 5 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called---

.....

DDS

MIS

IS

Question No: 6 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured

Unstructured

Semi-Structured

Question No: 7 (Marks: 1) - Please choose one

In style managers allow employees to take part in decision making.

▶ Authoritative

▶ Mixed

▶ **Democratic**

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC

System Design

System Analysis

Audit Trials

Question No: 9 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True

False

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Question No: 10 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources?
together at the right place and at the right time to meet the customer's requirements?

BRP

MRP

CRP

Question No: 11 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

True

False

Question No: 12 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

True

False

Question No: 13 (Marks: 1) - Please choose one

In _____ decisions, problem is recurring and repetitive

Unstructured

Structured

Semi structured

Question No: 14 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

Input element

Control Mechanism

Output System

Question No: 15 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

False

Question No: 16 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Question No: 17 (Marks: 1)

What is information System?

Question No: 19 (Marks: 2)

What is an Office Automation System?

Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

Question No: 21 (Marks: 5)

Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Question No: 1 (Marks: 1) - Please choose one

Following statement is true for which of the following model?

Provides early indication of insurmountable risks, without much cost

► λεδοM λατνεμερχνI

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ΔΙΑΡ
λαρισ
επιταρετ

Question No: 2 (Marks: 1) - Please choose one

Devaluation of currency is called _____

► Interest rate

► **Inflation**

► Markup

Question No: 3 (Marks: 1) - Please choose one

_____sources materials in which the information from secondary sources has been digested.

► Primary

► **Tertiary**

► Secondary

Question No: 4 (Marks: 1) - Please choose one

Debtor's aging report Debtor's aging report is an example of the following phase?

εχιοηX ►

Design ►

► **Intelligence**

Question No: 5 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

► TRUE

► **FALSE**

There are five phases of the decision making process (P # 73)

Question No: 6 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

► **Intelligence**

► Design

► Choice

► Implementation

Question No: 7 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

► True

► **False**

Question No: 8 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

► Prototyping

► Iterative

► **Incremental**

► RAID

Question No: 9 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► **System Analysis**

► System Design

► Risk Management

► Risk Analysis

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Question No: 10 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

- ▶ DSS based on the Web and Specific marketing campaigns for different customer segments
- ▶ Specific marketing campaigns for different customer segments
- ▶ **DSS based on the Web.**

Question No: 11 (Marks: 1) - Please choose one

Targeting advertising to customers to -----the probability, that an offer is accepted.

- ▶ Decrease
- ▶ **Increase**
- ▶ Stable

Targeting advertising to customers to increase the probability that an offer is accepted (P# 54)

Question No: 12 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

- ▶ **True**
- ▶ False

Question No: 13 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

- ▶ **Skill Set**
- ▶ Data Set
- ▶ Tool Set

Question No: 14 (Marks: 1) - Please choose one

Infrastructure, generally, is the set of interconnected structural [elements that provide the framework for supporting the entire structure](#)

- ▶ **Infrastructure**
- ▶ Decision Support System
- ▶ Management System

Question No: 15 (Marks: 1) - Please choose one

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

- ▶ **True**
- ▶ False

Question No: 16 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

- ▶ **Primary**
- ▶ Secondary
- ▶ Tertiary
- ▶ None of these

Question No: 1 (Marks: 1) - Please choose one

The organizational structures are formulated in order to efficiently manage which of the following:

- ▶ Business Cost
- ▶ **Business Operations**
- ▶ Business Size

Question No: 2 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ▶ WTO
- ▶ Company Ordinance
- ▶ **Business Environment**

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► Company Structure

Question No: 3 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

► False

► **True**

Question No: 4 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► Risk Analysis

► **System Analysis**

► System Design

► Risk Management

Question No: 5 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True**

► False

Question No: 6 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

► **Physical**

► Logical

► None of above options

► Commercial

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

► **CAM**

► CIM

Question No: 8 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

► **True (Doubt)**

► False

Question No: 9 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► **Choice**

► Implementation

► Intelligence

Question No: 10 (Marks: 1) - Please choose one

There are TWO phases of the decision making process

► TRUE

► **FALSE**

Question No: 11 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

► **TRUE**

► FALSE

Question No: 12 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

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- ▶ Size
- ▶ **Quality**
- ▶ Need

Question No: 13 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in ____

- ▶ Service sector
- ▶ **Manufacturing Sector**
- ▶ Trading sector

Question No: 14 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

- ▶ True
- ▶ **False**

Question No: 15 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

- ▶ Support system
- ▶ Decision support system
- ▶ **Transaction control system**

Question No: 16 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

- ▶ BRP
- ▶ **MRP**
- ▶ CRP

Question No: 17 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

- ▶ False
- ▶ **True**

Question No: 18 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

- ▶ Closed system
- ▶ **Open system**
- ▶ Open loop system

Question No: 19 (Marks: 1) - Please choose one

_____sources are used, which simplify the process of finding the proximity Literature.

- ▶ **Secondary**
- ▶ Primary
- ▶ Tertiary

Question No: 20 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and is not used to monitor input or activities is called

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Closed end System

Question No: 3 (Marks: 1) - Please choose one

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

- ▶ Sector
- ▶ Country
- ▶ **Organization**

Question No: 4 (Marks: 1) - Please choose one

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The information from the system not used for control purpose called-----

▶ **Open loop system**

▶ Closed loop system

▶ Open end System

Question No: 5 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

▶ **Information**

▶ Decision

▶ Management

Question No: 6 (Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few

▶ Minutes or less

▶ Hours or less

▶ **Seconds or less**

Question No: 7 (Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

▶ **False**

▶ **True**

Question No: 8 (Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

▶ **OIS**

▶ MIS

▶ EIS

▶ CBIS

Question No: 9 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

▶ Attributes

▶ Policy

▶ **Management**

Question No: 10 (Marks: 1) - Please choose one

Devaluation of currency is called _____

▶ Interest rate

▶ **Inflation** (in mine point of view)

▶ Markup

Question No: 11 (Marks: 1) - Please choose one

_____ is not connected with environment.

▶ **Close system**

▶ Open system

▶ Closed Loop System

Question No: 12 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

▶ **True**

▶ **False**

Question No: 13 (Marks: 1) - Please choose one

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

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- ▶ **Iterative**
- ▶ Incremental
- ▶ RAID
- ▶ SDLC

Question No: 14 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

- ▶ True
- ▶ **False**

Question No: 15 (Marks: 1) - Please choose one

_____ models are three dimensional representation of an entity (Object/Process).

- ▶ **Physical**
- ▶ Narrative
- ▶ Graphical

Question No: 16 (Marks: 1) - Please choose one

There are five phases of decision making process.

- ▶ **True**
- ▶ False

Question No: 17 (Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

- ▶ **True**
- ▶ False

Question No: 18 (Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

- ▶ TRUE
- ▶ FALSE

Question No: 19 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework for supporting the entire

- ▶ Management System
- ▶ **Infrastructure**
- ▶ Decision Support System

Question No: 20 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

- ▶ **True**
- ▶ False

Question No: 1 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

- _ Primary
- _ Tertiary
- _ **All of above**
- _ Secondary

Question No: 2 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

- _ **True**
- _ False

Question No: 3 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

- _ **True**

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☐ False

Question No: 4 (Marks: 1) - Please choose one

The organization refers to a organizational structure with few or no levels of intervening management between staff and managers is called-----

☐ Hierarchical organization

☐ **Flat Organization**

☐ Pyramid Organization

Question No: 5 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and are not used to monitor input or activities called

☐ **Open loop system**

☐ Closed loop system

☐ Closed end System

Question No: 6 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a **system**.

☐ **True**

☐ False

Question No: 7 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

☐ Robustness

☐ **Heuristic**

☐ DSS

☐ EIS

Question No: 8 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

☐ **Neural network System**

☐ Fuzzy logic

☐ DSS

☐ ESS

Question No: 9 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

☐ **True**

☐ False

Question No: 10 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of prototyping?

☐ Prototyping

☐ Iterative

☐ **Incremental**

☐ RAID

Question No: 11 (Marks: 1) - Please choose one

Management information system (AIS) is that linked to all the information systems in an organization.

☐ **True**

☐ False

Question No: 12 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

☐ Tertiary

☐ **Primary**

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_ Secondary

Question No: 13 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

_ Attributes

_ Policy

_ **Management**

Question No: 14 (Marks: 1) - Please choose one

_____ are run under direct supervision of family members.

_ Small Organization

_ **Medium organization**

_ Large Organization

Question No: 15 (Marks: 1) - Please choose one

In _____ there are low number of subordinates per person.

_ Pyramid Structure

_ Flat Structure

_ Modern Structure

Question No: 16 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

_ **Flat Structure**

_ Tall Structure

_ Classical structure

Question No: 1 (Marks: 1) - Please choose one

Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in [1994](#) to harmonic world trade.

► SAFTA

► SAARC

► **WTO**

Question No: 2 (Marks: 1) - Please choose one

CBIS helps in updating every change being triggered in less time and with more effort.

► **True**

► **False**

Question No: 3 (Marks: 1) - Please choose one

----- simply means a particular technique of directing one's attention in learning, discovery or problem solving.

► Robustness

► **Heuristic**

► DSS

► EIS

Question No: 4 (Marks: 1) - Please choose one

Data Warehouse combines databases across an entire enterprise

► **True**

► False

Question No: 5 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

► **True**

► False

Question No: 6 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to-----right amount of product.

► **Produce**

► Sale

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- Purchase

Question No: 7 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

- Structured
- Semi Structured
- **Unstructured**

Question No: 8 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- **System Analysts**
- Software Engineers
- System Designers
- Chief Executives

Question No: 9 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

- **Incremental Model**
- WaterFall
- RAID
- Iterative Model

Question No: 10 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

- **True**
- False

Question No: 11 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate _____ of information.

- Size
- **Quality**
- Need

Question No: 12 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

- Authoritative
- Mixed
- **Democrative**

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

- **Infrastructure**
- System
- Organization

Question No: 14 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

- Stephen hawking
- Bill gates
- **Bill Inmon**

Question No: 15 (Marks: 1) - Please choose one

Debtor's aging report is an example of the following phase?

- **Intelligence**
- eciohC

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Design ►

Question No: 16 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of design phase.

► **TRUE**

FALSE ►

Question No: 17 (Marks: 1) - Please choose one

_____ is the set of interconnected structural

► Management System

► **Infrastructure**

► Decision Support System

Question No: 18 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

► **True**

► False

Question No: 19 (Marks: 1) - Please choose one

_____ sources are used, which simplify the process of finding the proximity Literature.

► **Secondary**

► Primary

► Tertiary

Question No: 20 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of monitoring

TRUE ►

FALSE ►

Question No: 20 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers ?

► **Primary Information**

► Tertiary Information

► Secondary Information

► All of above

Question No: 19 (Marks: 1) - Please choose one

_____ sources materials in which the information from secondary sources has been digested.

► Primary

► **Tertiary**

► Secondary

Question No: 17 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

► **True**

► False

Question No: 16 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

► **Spiral**

► Iterative

► WaterFall

► Incremental

Question No: 15 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will

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meet the user needs.

- ▶ **True**
- ▶ **False**

Question No: 14 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

- ▶ **True**
- ▶ **False**

Question No: 13 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

- ▶ **Infrastructure**
- ▶ **System**
- ▶ **Organization**

Question No: 9 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value

- ▶ **TRUE**
- ▶ **FALSE**

Question No: 10 (Marks: 1) - Please choose one

In _____ final product is intangible

- ▶ **Service sector**
- ▶ **Manufacturing Sector**
- ▶ **Trading sector**

Question No: 11 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

- ▶ **Procedure**
- ▶ **System**
- ▶ **Organization**

Question No: 12 (Marks: 1) - Please choose one

Closed System depends on _____ and data.

- ▶ **Internal resources**
- ▶ **External resources**
- ▶ **Procedures.**

Question No: 5 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

- ▶ **Operational**
- ▶ **Managerial**
- ▶ **Strategic**

Question No: 6 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

- ▶ **True**
- ▶ **False**

Question No: 7 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

- ▶ **True**
- ▶ **False**

Question No: 8 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to

- **Changing market conditions**
- **Customer needs**

- ▶ **TRUE**

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► FALSE

Question No: 1 (Marks: 1) - Please choose one

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

► True

► False

Question No: 2 (Marks: 1) - Please choose one

Systems have collection of predefined ----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.

► Procedures

► Sequences

► Policies

Question No: 3 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as.....

► Output

► Input

► Processing

Question No: 4 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

► Structured

► Unstructured

► Semi-Structured

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

Question # 2 of 10 (Start time: 07:01:29 PM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Question # 3 of 10 (Start time: 07:02:28 PM) Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

SDLC

System programming

Software testing

Software configuration

Question # 4 of 10 (Start time: 07:03:43 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given

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time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Question # 5 of 10 (Start time: 07:04:41 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Question # 6 of 10 (Start time: 07:05:49 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

Successful projects

Question # 7 of 10 (Start time: 07:07:08 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

abstract

tangible

Question # 8 of 10 (Start time: 07:07:54 PM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 9 of 10 (Start time: 07:08:32 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 10 of 10 (Start time: 07:10:01 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success

efficiency

increased productivity

failure

Question # 1 of 10 (Start time: 07:12:37 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

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Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Question # 2 of 10 (Start time: 07:13:35 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

Question # 3 of 10 (Start time: 07:14:22 PM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 4 of 10 (Start time: 07:14:53 PM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Question # 5 of 10 (Start time: 07:15:29 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

Question # 6 of 10 (Start time: 07:16:11 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 7 of 10 (Start time: 07:16:32 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning

Requirements planning

Configuration planning

Question # 8 of 10 (Start time: 07:17:35 PM) Total Marks: 1

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

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Product development process

Cognitive process

Planning process

Question # 9 of 10 (Start time: 07:18:23 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

SRS

System design

Database design

Prototyping

Question # 10 of 10 (Start time: 07:19:01 PM) Total Marks: 1

_____states that inventory is manufactured or acquired only as the need for it arises.

Select correct option:

JET

JIT

JTI

TQM

Question # 1 of 10 (Start time: 02:32:29 PM) Total Marks: 1

_____also has the ability to explain the line of reasoning in reaching a particular solution, which_____does not have.

Select correct option:

☐ DSS, MIS

☐ OLAP, KSS

☐ **KSS, DSS**

☐ GDSS, DSS

Question # 2 of 10 (Start time: 02:33:32 PM) Total Marks: 1

We can get help in non-routine decision making through _____

Select correct option:

☐ KSS

☐ TPS

☐ MIS

☐ **DSS**

Question # 3 of 10 (Start time: 02:34:27 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

☐ **Islamic**

☐ Christian

☐ Hindu

☐ Social

Question # 4 of 10 (Start time: 02:35:48 PM) Total Marks: 1

Manufacturing process involves more than one sub-process.

Select correct option:

True

☐ False

Question # 5 of 10 (Start time: 02:36:25 PM) Total Marks: 1

_____models represent its entities with an abstraction of lines, symbols or shapes.

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Select correct option:

- ☐ Narrative
- ☐ Physical
- ☐ Mathematical
- ☒ **Graphical**

Question # 6 of 10 (Start time: 02:36:56 PM) Total Marks: 1

The reports generated by the ----- are used for analytical decision making by the management.

Select correct option:

- ☒ **MIS**
- ☐ DSS
- ☐ EIS
- ☐ TIP

Question # 7 of 10 (Start time: 02:37:30 PM) Total Marks: 1

CBIS helps in updating every change being triggered in less time and with more effort. Select correct option:

- ☐ True
- ☒ **False**

Question # 8 of 10 (Start time: 02:38:16 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

- ☒ **Open loop system**
- ☐ Closed loop system
- ☐ Closed end System
- ☐ Open system

Question # 9 of 10 (Start time: 02:39:03 PM) Total Marks: 1

Distributing common information to every one may result in waste of time and confusion.

Select correct option:

- ☒ **True**
- ☐ False

Question # 10 of 10 (Start time: 02:39:29 PM) Total Marks: 1

The information can also be ranked in accordance with the qualities it has.

Select correct option:

- ☒ **True**
- ☐ False

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

- ☐ Management System
- ☒ **Infrastructure**
- ☐ Decision Support System
- ☐ Transaction processing system

Question # 2 of 10 (Start time: 07:01:29 PM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

- ☒ **Primary information**

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- ☐ Secondary information
- ☐ Tertiary information
- ☐ Primary information, Secondary information

Question # 3 of 10 (Start time: 07:02:28 PM) Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

- ☐ **SDLC**
- ☐ System programming
- ☐ Software testing
- ☐ Software configuration

Question # 4 of 10 (Start time: 07:03:43 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

- ☐ Quality assurance subsystem
- ☐ **Order processing subsystem**
- ☐ Controlled processing subsystem
- ☐ Concurrent processing subsystem

Question # 5 of 10 (Start time: 07:04:41 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

- ☐ **True**
- ☐ False

Question # 6 of 10 (Start time: 07:05:49 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

- ☐ Defining projects
- ☐ **Segmenting projects**
- ☐ Refining projects
- ☐ Successful projects

Question # 7 of 10 (Start time: 07:07:08 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

- ☐ concrete
- ☐ actual
- ☐ **abstract**
- ☐ tangible

Question # 8 of 10 (Start time: 07:07:54 PM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

- ☐ **True**
- ☐ False

Question # 9 of 10 (Start time: 07:08:32 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

- ☐ **True**

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☐ False

Question # 10 of 10 (Start time: 07:10:01 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for_____.

Select correct option:

- ☐ success
- ☐ efficiency
- ☐ increased productivity
- ☐ **failure**

Question # 1 of 10 (Start time: 07:12:37 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____and the culture is_____.

Select correct option:

- ☐ Workers, autocratic
- ☐ **top management, autocratic**
- ☐ top management, democratic
- ☐ Middle level management, democratic

Question # 2 of 10 (Start time: 07:13:35 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

- ☐ **True**
- ☐ False

Question # 3 of 10 (Start time: 07:14:22 PM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

- ☐ Father and Sons
- ☐ Brothers
- ☐ **Both option a and b**
- ☐ None of these options

Question # 4 of 10 (Start time: 07:14:53 PM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

- ☐ WTO
- ☐ Company Ordinance
- ☐ **Business Environment**
- ☐ Company Structure

Question # 5 of 10 (Start time: 07:15:29 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

- ☐ Islamic
- ☐ Christian
- ☐ Hindu
- ☐ **Social**

Question # 6 of 10 (Start time: 07:16:11 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

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- ☐ True
☐ False

Question # 7 of 10 (Start time: 07:16:32 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

- ☐ Business planning
☒ **IT planning**
☐ Requirements planning
☐ Configuration planning

Question # 9 of 10 (Start time: 07:18:23 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

- ☐ SRS
☒ **System design**
☐ Database design
☐ Prototyping

Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following

- ☐ model:
☐ WaterFall
☐ RAID
☐ Iterative Model
☒ **Incremental Model**

Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives

- True**
False

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

- True**
False

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorized in primary, secondary and _____

- ☐ Proximity
☐ Initially
☒ **Tertiary**

Question No: 11 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

- ☐ Primary
☐ Tertiary
☒ **Secondary**

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

- ☐ Employees
☐ Customers

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☐ **Share holders**

Question No: 13 (Marks: 1) - Please choose one

☐ _____ is a group of elements that are integrated with common purpose of objective.

☐ Procedure

☐ **System**

☐ Firm

Question No: 14 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

☐ **Office automation system**

☐ Decision support system

☐ Word processing

Question No: 15 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

☐ Stephen hawking

☐ Bill gates

☐ **Bill Inmon**

Question No: 16 (Marks: 1) - Please choose one

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

☐ True

☐ **False**

It might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Right Answer: Top Management, Autocratic

Factors of ----- are basic elements of reducing manufacturing cost

Right Answer: Production

_____ models are three dimensional representation of an entity or object.

Right Answer: Physical Models

Prototypes are used in:

Right Answer: Iterative Models

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Right Answer: Cognitive process

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Right Answer: Segmenting projects

Level of _____ refers to the perfection in solution the model will achieve

Right Answer: Level of optimization

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Right Answer: Materials Requirement Planning (MRP)

Which of the following system is linked to all the information systems in an organization?

Right Answer: Accounting information system (AIS)

Newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Right Answer: True

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Right Answer: Decision making

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The combination of many _____ databases across an entire enterprise is known as data warehouse.

Right Answer: Different

In which of the following models the phases are in a cascading manner linking the output of one to the input of next phase.

Right Answer: Waterfall Model

In the real world, it is _____ to specify all of the alternatives and its consequences.

Right Answer: Impossible

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Right Answer: Computer Aided Manufacturing (CAM)

Temporal CSFs in an organization, results from _____

Right Answer: Internal organizational needs and changes

The mechanism by which the more specific class in a generalization includes the attributes and operations of general class is called _____

Right Answer: Inheritance

Entity represents sources of data received by the system or destinations of the data produced by the system.

Right Answer: True

The main focus of Object Oriented analysis is to study the _____ of objects.

Right Answer:

Which of the following carry characteristics of specialization?

Trying to fit people and organizations into information systems has been major reason for _____.

Right Answer: Failure

(CBIS) stands for -----

Right Answer: Computer Based Information System

_____ provide a direction and framework for action while _____ planning is an accepted responsibility of management.

Right Answer: Plans, Business

Which of the following model is the earliest one?

Right Answer: Waterfall

Which of the following problems posses multiple solutions with fewer parameters being less manipulate able

Right Answer: Unstructured

Medium Sized organizations are normally a family ownership run by

Right Answer: Father-sons and Brothers

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Right Answer: Business Environment

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Right Answer: Infrastructure

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers?

Right Answer: Primary information

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Right Answer: SDLC (systems development life cycle)

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Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Right Answer: Order processing subsystem

<!--[if !supportLineBreakNewLine]-->

<!--[endif]-->

The basic purpose behind setting up systems and procedures is to make available information

Right Answer: True

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Right Answer: Abstract

A structure through which individuals cooperate systematically to conduct business called organization.

Right Answer: True

Participative management style approach is a combination of both authoritative and mixed style

Right Answer: False

Quality maintenance is an issue which requires structured reporting.

Right Answer: True

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions?

Right Answer: Islamic

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Right Answer: IT planning

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Right Answer: System design

_____ states that inventory is manufactured or acquired only as the need for it arises.

<!--[if !supportLineBreakNewLine]-->

<!--[endif]-->

Right Answer: JIT

The information can also be ranked in accordance with the qualities it has.

Right Answer: True

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin

Right Answer: True

We find the value of the inputs necessary to achieve a desired level of output in _____ analysis

Right Answer: Goal Seek Analysis

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically?

Right Answer: Computer Aided Design (CAD)

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Right Answer: What-if analysis

Which of the following is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the Organization?

Right Answer: Organizational culture

The information from the system not used for control purpose called-----

Right Answer: Open-Loop System

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The----- is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade

Right Answer: World Trade Organization (WTO)

There is a greater emphasis on models in case of _____

Right Answer: DSS (Decision Support System)

_____ are created for just one department.

Right Answer: Data Mart

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

Right Answer: KSS, DSS

The set of _____ being discharged set the tone and structure of that department.

Right Answer: Responsibilities

Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

Right Answer: Organizational Information Systems (OIS)

Continue change in work force is harmful for an organization

Right Answer: True

Instead of Information, data is more important in day to day decision making

Right Answer: False

Which of the following have collection of predefined Procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results.

Right Answer: Systems

Information system must fulfils the needs of the -----

Right Answer: Business

Every decision we take in daily life requires some sort of information about the alternatives available.

Right Answer: True

The interface is implemented by _____

Right Answer: Classes

Characteristics of object are called _____

Right Answer: Attributes

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Right Answer: Competitive market

Organizations can be distinguished on the basis of following criteria /criterias

Right Answer: Organizational structure, Culture of the Organizations, Management Style & Decision Making Style

We can get help in non-routine decision making through _____

Right Answer: Decision Support System (DSS)

Sources of information are generally categorized as _____

Right Answer: Primary, Secondary & Tertiary

Searching for conditions in the environment that call for decisions, refers to the _____ phase of decision making process.

Right Answer: Intelligence

Information regarding monitoring and controlling the business is provided by _____

Right Answer: MIS

_____ knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in _____ form

Right Answer: Tacit, structured

According to _____ model, organizations are not rational.

Right Answer: Garbage Can

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A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Right Answer: Heuristic

Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

Right Answer: Computer aided Engineering (CAE)

Closed System depends on _____ and data.

Right Answer: Internal resources

Generation of relevant data is the objective of every information system

Right Answer: False

The reports generated by the _____ are used for analytical decision making by the management.

Right Answer: MIS

Manufacturing process involves more than one sub-process.

Right Answer: True

_____ models represent its entities with an abstraction of lines, symbols or shapes.

Right Answer: Graphical Models

CBIS helps in updating every change being triggered in less time and with more effort.

Right Answer: False

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Right Answer: Open-Loop System

Distributing common information to every one may result in waste of time and confusion.

Right Answer: False

Small organizations usually have complex management structure

Right Answer: False

In which of the following organizations all critical managerial positions are usually controlled by the family members

Right Answer: Medium-sized organizations

Data mining is also known as _____ in databases

Right Answer: Knowledge discovery

Question # 1 of 10 (Start time: 03:08:11 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

Question # 2 of 10 (Start time: 03:09:00 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Question # 3 of 10 (Start time: 03:10:23 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

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Successful projects

Question # 4 of 10 (Start time: 03:11:51 PM) Total Marks: 1

Which of the following addresses the availability of sufficient technology to support the proposed project?

Select correctoption:

Operational feasibility

Economic feasibility

Tactical feasibility

Technical feasibility

5 of 10 (Start time: 03:13:20 PM) Total Marks: 1

Which of the following process is concluded by recommending a monitoring and control mechanism?

Select correct option:

Designing

Analyzing

Planning

Implementation

Question # 6 of 10 (Start time: 03:14:31 PM) Total Marks: 1

The practice of checking the impact of a change in the assumptions on the proposed solution is carried out in _____ analysis.

Select correct option:

What-If

Goal Seek

Lexical

Business

Question # 7 of 10 (Start time: 03:15:23 PM) Total Marks: 1

Which of the following are original materials on which other research is based?

Select correct option:

Primary Sources

Secondary sources

Teritiary Sources

option a and b both

Question # 8 of 10 (Start time: 03:16:01 PM) Total Marks: 1

_____helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

Question # 9 of 10 (Start time: 03:17:31 PM) Total Marks: 1

_____is the set of interconnected structural elements that provide the framwork for supporting the entire structure

Select correctoption:

Management System

Infrastructure

Decision Support System

Transaction processing system

Question # 10 of 10 (Start time: 03:18:13 PM) Total Marks: 1

Factors of ----- are basic elements of reducing manufacturing cost

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Select correct option:

Production

Quality

Brand

Cost

Question # 1 of 10 (Start time: 03:26:25 PM) Total Marks: 1

Which of the following views organization as a combination of process oriented groups?

Whose information needs are related but independent?

Select correct option:

CBIS

MIS

DIS

OIS

Question # 2 of 10 (Start time: 03:27:45 PM) Total Marks: 1

_____Information is available in manufacturing information system.

Select correct option:

Sales

Purchase

Stock

Product

Question # 3 of 10 (Start time: 03:29:15 PM) Total Marks: 1

Data mining is also known as _____in databases

Select correct option:

knowledge management

knowledge processing

knowledge discovery

knowledge transfer

Question # 4 of 10 (Start time: 03:30:15 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success

efficiency

increased productivity

failure

Question # 5 of 10 (Start time: 03:31:27 PM) Total Marks: 1

In which of the following organizations all critical managerial positions are usually controlled by the family members.

Select correct option:

Medium Size

LargeSize

Small Size

none of these options

Question # 6 of 10 (Start time: 03:32:11 PM) Total Marks: 1

A _____decision making model is the most popular type of model and is based around a cognitive judgment of the pros and cons of various options.

Select correct option:

Garbage Can

Irrational Man

Rational Man

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Muddling through

Question # 7 of 10 (Start time: 03:33:30 PM) Total Marks: 1

Manufacturing process involves more than one sub-process.

Select correct option:

True

False

Question # 8 of 10 (Start time: 03:34:24 PM) Total Marks: 1

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

Select correct option:

Open loop system

Closed loop system

Closed end System

Open system

Question # 9 of 10 (Start time: 03:35:46 PM) Total Marks: 1

_____provide a direction and framework for action while _____planning is an accepted responsibility of management.

Select correct option:

Businesses, plan

Plans, quality

Configuration, system

Plans, business

Question # 10 of 10 (Start time: 03:36:42 PM) Total Marks: 1

_____helps in maintaining customer profiles which need to be maintained focusing on their habits and spending patterns.

Select correct option:

DSS

OLAP

MKIS

KSS

Question # 1 of 10 (Start time: 03:39:46 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

: Which of the following phase commences with developing the vision and desired future positioning of I.T within the organization?

Select correct option:

Strategic planning

Tactical planning

Operational planning

Requirements planning

Question # 3 of 10 (Start time: 03:41:28 PM) Total Marks: 1

_____summarizes transactions into multidimensional user defined views

Select correct option:

DSS

MIS

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OLAP

GDSS

Question # 4 of 10 (Start time: 03:42:02 PM) Total Marks: 1

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

Select correct option:

CAD

PRM

MRI

MRP

Question # 5 of 10 (Start time: 03:42:38 PM) Total Marks: 1

Which of the following is a set of management and control activities which focus on quality assurance?

Select correct option:

CIM

MRP

QTM

TQM

Question # 6 of 10 (Start time: 03:43:21 PM) Total Marks: 1

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Question # 7 of 10 (Start time: 03:43:43 PM) Total Marks: 1

There is a greater emphasis on models in case of _____

Select correct option:

KSS

DSS

MIS

TPS

Question # 8 of 10 (Start time: 03:44:56 PM) Total Marks: 1

Which of the following model is the earliest one?

Select correct option:

Waterfall

Rapid prototyping

Extreme programming

Spiral

Question # 9 of 10 (Start time: 03:46:08 PM) Total Marks: 1

The set of _____ being discharged set the tone and structure of that department.

Select correct option:

responsibilities

rules

laws

processes

Question # 10 of 10 (Start time: 03:46:50 PM) Total Marks: 1

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Select correct option:

Exploration

Deployment

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Model building

Stationing

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

Question # 2 of 10 (Start time: 07:01:29 PM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Question # 3 of 10 (Start time: 07:02:28 PM) Total Marks: 1

Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

SDLC

System programming

Software testing

Software configuration

Question # 4 of 10 (Start time: 07:03:43 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Question # 5 of 10 (Start time: 07:04:41 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Question # 6 of 10 (Start time: 07:05:49 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

Successful projects

Question # 7 of 10 (Start time: 07:07:08 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

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concrete

actual

abstract

tangible

Question # 8 of 10 (Start time: 07:07:54 PM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 9 of 10 (Start time: 07:08:32 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 10 of 10 (Start time: 07:10:01 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for_____.

Select correct option:

success

efficiency

increased productivity

failure

Question # 1 of 10 (Start time: 07:12:37 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____and the culture is_____.

Select correct option:

Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Question # 2 of 10 (Start time: 07:13:35 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

True

False

Question # 3 of 10 (Start time: 07:14:22 PM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 4 of 10 (Start time: 07:14:53 PM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Question # 6 of 10 (Start time: 07:16:11 PM) Total Marks: 1

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Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 7 of 10 (Start time: 07:16:32 PM) Total Marks: 1

Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning

Requirements planning

Configuration planning

Question # 8 of 10 (Start time: 07:17:35 PM) Total Marks: 1

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

Question # 9 of 10 (Start time: 07:18:23 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

SRS

System design

Database design

Prototyping

Question # 10 of 10 (Start time: 07:19:01 PM) Total Marks: 1

_____ states that inventory is manufactured or acquired only as the need for it arises.

Select correct option:

JET

JIT

JTI

TQM

Question No: 1 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

True

False

Ref:

Page # 7

Small organizations usually have simple management structure.

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Question No: 2 (Marks: 1) - Please choose one

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Information should be tailored in accordance with the organization's culture and structure.

True

False

Ref:

Pg# 13

Information should be tailored in accordance with the organization's culture and structure.

Question No: 3 (Marks: 1) - Please choose one

----- **needs data preparation which may involve filtering data and data transformations, selecting subsets of records.**

Model Building

Deployment

Exploration

Ref:

Pg# 37

Exploration – includes data preparation which may involve filtering data and data transformations, selecting subsets of records.

Question No: 4 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among

----- **alternatives**

Multiple

Double

Triple

Ref:

Pg# 59

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 5 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and

specify the business Requirements for the solution is called:

System Analysis

System Design

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Risk Management
Risk Analysis

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Ref:

Pg# 92

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Question No: 6 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

Spiral

WaterFall

Incremental

Iterative

Ref:

Pg# 89

Weaknesses:

- Difficult to convince some customers that the evolutionary approach is controllable
- Needs considerable risk assessment
- If a risk is not discovered, problems will surely occur

Question No: 7 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

WaterFall

RAID

Iterative Model

Incremental Model

Ref:

Pg# 85

Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

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Question No: 8 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from

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among multiple alternatives

True

False

Ref:

Pg# 59

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 9 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process

True

False

Using Decision Support Systems

- Using a decision support system involves an interactive analytical modeling process

- Decision makers are not demanding pre-specified information

- They are exploring possible alternatives

- What-If Analysis

- Observing how changes to selected variables affect other variables

Question No: 10 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and

Proximity

Initially

Tertiary

Ref:

Pg# 1

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

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Question No: 11 (Marks: 1) - Please choose one Commentaries are the example of _____sources.
Primary

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Tertiary

Secondary

Ref:

Pg# 3

Some examples of secondary sources:

1. bibliographies (may also be tertiary)
2. biographical works
3. commentaries
4. dictionaries and encyclopedias (may also be tertiary)
5. dissertations or theses (more usually primary)
6. handbos and data compilations (may also be tertiary)
7. history

Question No: 12 (Marks: 1) - Please choose one Board of Directors are elected from _____ Employees

Customers

Share holders

Question No: 13 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

Procedure

System

Firm

Ref:

Pg# 20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 14 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

Office automation system

Decision support system

Word processing

Ref:

Pg # 33

Office Automation Systems

Office automation system includes formal and informal electronic systems

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primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

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For Instance

Word processing

Desktop publishing

Imaging & Web publishing

Electronic calendars – manager's appt. calendars

Email

Audio & video conferencing – establishing communication between geographically dispersed persons.

Question No: 15 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

Stephen hawking

Bill gates

Bill Inmon

Ref:

pg#33

Decision Support Systems was defined by Bill Inmon, father of data warehouse.

Question No: 16 (Marks: 1) - Please choose one

The Iterative model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses

Question No: 17 (Marks: 1)

Environment is a collection of different elements. List them.

Page 24

Elements of Environment

It is a collective reference made to the following factors

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- Legal

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- Ethics
- Economic
- Social
- Technological

Question No: 18 (Marks: 1)

Enlist the categories of the Support system

Page 43

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

Identify any two reasons to use Incremental Models.

Page 79

Incremental Models

In incremental models, software is built not written. Software is constructed step by step in the same way a

building is constructed. The products is designed, implemented, integrated and tested as a series of

incremental builds, where a build consists of code pieces from various modules interacting together to

provide a specific functional capability and testable as a whole.

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Incremental Model

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The incremental model is a method of software/ Information System development where the model is

designed, implemented and tested incrementally until the product is finished. It involves both development

and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 20 (Marks: 3)

Define CAD?

.Page 63

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored,

manipulated and updated electronically.”

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

Page 17

Organizations have various attributes which distinguish them from each other. No two organizations are

similar in all respects. There have to have certain distinctive lines keeping them unique from each other.

Information requirements keep varying in accordance with

- Size of organization
- Its structure

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- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

An organization should consider the above mentioned requirements while devising a system which tailors

for specific information needs.

NOTE : Any ONE CAN ADD MORE DETAIL IN THAT QUESTION FROM THE LECTURE NO # 3 AND PAGE NO # 17

•
•

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

Components of an Expert System

There are four main components of Expert systems User Interface: to enable the manager to enter instructions and information into an expert system to

receive information from it.

- Knowledge Base: it is the database of the expert system. It contains rules to express the logic of the

problem.

- Inference engine: it is the database management system of the expert system. It performs reasoning by

using the contents of the knowledge base.

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- Development engine – it is used to create an expert system.

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What is the Neural Network ?

Neural Network

Hardware or software that attempt to emulate the processing patterns of the biological brain. It is a device,

modeled after the human brain, in which several interconnected elements process information

simultaneously, adapting and learning from past patterns.

The Difference of **Neural Network and Expert System**

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking

solutions. Neural networks do not model human intelligence. They seek to put intelligence into the

hardware in the form of generalized capability to learn.

Question No: 1

(Marks: 1) - Please choose one

Instead of Information, data is more important in day to day decision making.

► **True**

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► False

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Ref: Page 11

Need for information

Information is required in day to day decision making. Without the availability of right quantity of information at the right time, the process of decision making is highly affected.

(zh,parishy,24/1/11)

Question No: 2 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

► **False**

► **True**

Ref:

Page # 7

Small organizations usually have simple management structure.

(zh,parishy,24/1/11)

Question No: 3 (Marks: 1) - Please choose one

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

► **Sector**

► **Country**

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▶ **Organization Pg:11**

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization.

Question No: 4

(Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

- ▶ **Open loop system**
- ▶ Closed loop system
- ▶ Open end System

Pg:20

Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

Question No: 5

(Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

- ▶ **Information**
- ▶ Decision

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► Management

Pg:29

Information infrastructure consists of the physical facilities services and management that support all computing resources in an organization. There are five major components of infrastructure

Question No: 6

(Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few -----

► Minutes or less

► Hours or less

► **Seconds or**

less Pg:31

Fast performance with a rapid response time is critical. Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less.

Question No: 7

(Marks: 1) - Please choose one

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

► False

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▶ **True**

pg:55

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

Question No: 8

(Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

▶ **OIS**

▶ MIS

▶ EIS

▶ CBIS

pg:42

Organizational Information Systems (OIS)

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent. All functional systems should work together for problem solving since each system specialises in specific domain of information.

Question No: 9

(Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

▶ Attributes

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► Policy

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► Management

Pg:10

Organizations can be distinguished on the basis of various criteria. These are as follows.

- Organizational structure
- Culture of the Organizations
- Management Style
- Decision Making Style

Question No: 10

(Marks: 1) - Please choose one

Devaluation of currency is called _____

► Interest rate

► Inflation

► Markup

Question No: 11

(Marks: 1) - Please choose one

_____ is not connected with environment.

► Close system

► Open system

► Closed Loop System

Pg:21

7.3.4 Closed Systems

- A system that is not connected with its environment
- Neither environment exerts any influence on the system nor does system influence the environment.

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Question No: 12

(Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► **False**

Pg:84

incremental Model

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 13

(Marks: 1) - Please choose one

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

► **Iterative**

► Incremental

► RAID

► SDLC

Pg:86

Iterative Models

Iterative models are an approach for developing systems based on producing deliverables frequently/repetitively.

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Question No: 14

(Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

► True

► **False**

Pg:88

Spiral Model

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

Question No: 15

(Marks: 1) - Please choose one

_____models are three dimensional representation of an entity (Object/Process).

► **Physical**

► Narrative

► Graphical

Pg:38

11.3.1 Physical Models

- Physical models are three dimensional representation of an entity (Object / Process). Physical models used in the business world include scale models of shopping centres and prototypes of new automobiles.

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Question No: 16

(Marks: 1) - Please choose one

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There are five phases of decision making process.

▶ True

▶ False

Pg:63

16.1 Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Question No: 17

(Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

▶ True

▶ False

Pg: 93

Why do we need Systems Analysts?

Systems analysts work as a link between Business people, & Computer Programmers.

Question No: 18

(Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

▶ TRUE

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► FALSE

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i didn't find any ref for this MCQ

Question No: 19 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework for supporting the entire

-

- ▶ Management System
- ▶ **Infrastructure**
- ▶ Decision Support System

Pg:29

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure.

Question No: 20

(Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

▶ **True**

▶ False

Pg:63

16.1 Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

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Question No: 21

(Marks: 2)

List any two tools used to implement TQM.

Answer: There are certain Graphical tools used to implement and promote TQM.

For instance

<!--[if !supportLists]-->1.	<!--[endif]-->Histogram
<!--[if !supportLists]-->2.	<!--[endif]-->Pareto Analysis
<!--[if !supportLists]-->3.	<!--[endif]-->Cause & Effect Diagram

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

Answer: Systems analysts work as a link between Business people, & Computer Programmers. Functions of system analysis: At least one person should have a detailed knowledge of

- 1-The organization**
- 2. How current system operates**
- 3. Information needs of the system**
- 4. Defects in the existing system**

Question No: 23 (Marks: 3)

Define basic goals of Computer Integrated Manufacturing (CIM) .

CIM has three basic goals

- Simplification of all manufacturing technologies and techniques**
- Automation of as many of the manufacturing processes as possible by integration of many information technologies.**
- Integration and coordination of all the manufacturing aspects through computer hardware and software**

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Question No: 25 (Marks: 5)

Define different models of SDLC?

Answer:

Models of System development life cycle:

Waterfall model / Classic lifecycle/ Linear Sequential Model:

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

Incremental Models:

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Iterative Models:

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Question No: 26 (Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Answer :

Note : i couldn't find any perfect answer for this Question.

The bo contain only that few lines which i am describing below

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence

wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur.

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Information systems should be designed to support and assist in relevant decision making, instead of

making unrelated and wrong decisions.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which

managers attempt to gather more administrative and financial power. Power can only be shared in an

organization with key employees in terms of their responsibilities & functions. Such employees are the key

players in the decision making process. Hence decisions taken in an organization are a result of collective

efforts of the leaders involved. This model is also termed as Political Model.

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1

_____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

Select correct option:

Management System

Infrastructure

Decision Support System

Transaction processing system

Question # 2 of 10 (Start time: 07:01:29 PM) Total Marks: 1

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Question # 3 of 10 (Start time: 07:02:28 PM) Total Marks: 1

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Which of the following is a project management technique which divides complex projects into smaller and more easily managed segments?

Select correct option:

SDLC

System programming

Software testing

Software configuration

Question # 4 of 10 (Start time: 07:03:43 PM) Total Marks: 1

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

Select correct option:

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Question # 5 of 10 (Start time: 07:04:41 PM) Total Marks: 1

The basic purpose behind setting up systems and procedures is to make available information

Select correct option:

True

False

Question # 6 of 10 (Start time: 07:05:49 PM) Total Marks: 1

Which of the following allow managers to verify the successful completion of project phases before allocating resources to subsequent phases?

Select correct option:

Defining projects

Segmenting projects

Refining projects

Successful projects

Question # 7 of 10 (Start time: 07:07:08 PM) Total Marks: 1

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

concrete

actual

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abstract

tangible

Question # 8 of 10 (Start time: 07:07:54 PM) Total Marks: 1

A structure through which individuals cooperate systematically to conduct business called organization.

Select correct option:

True

False

Question # 9 of 10 (Start time: 07:08:32 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 10 of 10 (Start time: 07:10:01 PM) Total Marks: 1

Trying to fit people and organizations into information systems has been major reason for _____.

Select correct option:

success

efficiency

increased productivity

failure

Question # 1 of 10 (Start time: 07:12:37 PM) Total Marks: 1

Employees might be unwilling to accept the high level of responsibility if organization is dominated by _____ and the culture is _____.

Select correct option:

Workers, autocratic

top management, autocratic

top management, democratic

Middle level management, democratic

Question # 2 of 10 (Start time: 07:13:35 PM) Total Marks: 1

Quality maintenance is an issue which requires structured reporting.

Select correct option:

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True

False

Question # 3 of 10 (Start time: 07:14:22 PM) Total Marks: 1

Medium Sized organizations are normally a family ownership run by

Select correct option:

Father and Sons

Brothers

Both option a and b

None of these options

Question # 4 of 10 (Start time: 07:14:53 PM) Total Marks: 1

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization ?

Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Question # 5 of 10 (Start time: 07:15:29 PM) Total Marks: 1

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

Select correct option:

Islamic

Christian

Hindu

Social

Question # 6 of 10 (Start time: 07:16:11 PM) Total Marks: 1

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

True

False

Question # 7 of 10 (Start time: 07:16:32 PM) Total Marks: 1

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Which of the following provides a structured means of addressing the impact of technologies on an organization?

Select correct option:

Business planning

IT planning

Requirements planning

Configuration planning

Question # 8 of 10 (Start time: 07:17:35 PM) Total Marks: 1

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

Select correct option:

CCN

Product development process

Cognitive process

Planning process

Question # 9 of 10 (Start time: 07:18:23 PM) Total Marks: 1

Which of the following involves converting the informational, functional and network requirements identified during the initiation and planning phases into unified design specifications?

Select correct option:

SRS

System design

Database design

Prototyping

Question # 10 of 10 (Start time: 07:19:01 PM) Total Marks: 1

_____states that inventory is manufactured or acquired only as the need for it arises.

Select correct option:

JET

JIT

JTI

TQM

CS507-Information System

Question # 1 of 10

Which of the following elements exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization?

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Select correct option:

WTO

Company Ordinance

Business Environment

Company Structure

Ref: Page 24

Business Environment is defined as “all elements that exist outside the boundary of the business(Organization) and have the potential to affect all or part of the organization

Question # 2 of 10

Medium size organizations usually have simple management structure than those of small organizations;

Select correct option:

True

False

Ref:page 17

Lessson#3

Question # 3 of 10

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

Select correct option:

CAM

MCA

CNC

MRP

Ref:page 63

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

Question # 4 of 10

Generation of relevant data is the objective of every information system

Select correct option:

True

False

Ref:page 28

Data & Information

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Generation of relevant information is the objective of every information system. Now we would move fwd with the definition & necessity of information systems

Question # 5 of 10

Every decision we take in daily life requires some sort of information about the alternatives available.

Select correct option:

True

False

Ref:

Page 11

- Every decision we take in daily life requires some sort of information about the alternatives available. For instance, in the above example certain factors need to be considered before taking a decision.

Question # 6 of 10

The reports generated by the -----are used for analytical decision making by the management.

Select correct option:

MIS

DSS

EIS

TIP

Ref:

Page 42

MIS are used for analytical decision making by the management. The application software can construct projections, build scenarios, do what if analysis to enable better decision making.

Question # 7 of 10

_____knowledge refers to the informal internal knowledge, which resides in the minds of the employees but has not been documented in_____form

Select correct option:

Tacit, structured

Explicit, Unstructured

Structured, Unstructured

Structured, Tacit

Ref:

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Page 49 Tacit knowledge – informal internal knowledge, which resides in the minds of the employees but has not been documented in structured form

Question # 8 of 10 Cheaper factor of production is a challenge for the survival of a company in which of the following market?

Select correct option:

Super market

Online Market

Competitive market

None of these options

Ref:

Page 26

- Competition for cheaper factors of production

Cheaper factor of production is a challenge for the survival of a company in competitive market.

Factors of production are basic elements of reducing manufacturing cost.

Question # 9 of 10

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

True

False

Ref

Page 12

- A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

Question # 10 of 10

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

Select correct option:

Primary information

Secondary information

Tertiary information

Primary information, Secondary information

Ref:

Page 12

Primary Sources

They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.

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Boot virus protection means _____based virus protection.

Select correct option:

Hardware

Software

Liveware

Firmware (Pg 151)

Use boot virus protection (i-e., built-in, firmware-based virus protection).

Audit Trails can be used together with controls trials to identify and provide information about users suspected of improper modification of data.

Select correct option:

True (Page 159)

False

Audit trails can be used together with access controls to identify and provide information about users suspected of improper modification of data (e.g., introducing errors into a database).

Controls can be classified in _____categories

Select correct option:

Two (Page 166)

Three

Four

Five

Controls are also classified as non-technical controls also called management controls and technical controls – software, hardware controls.

An IT enabled organization that involves the radical re-conceptualization of the business needs ____for possible threat invasion

Select correct option:

Impact analysis plan

Business continuity plan (Page 159-160)

Data backup

Control recommendation

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CS507- Information Systems (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Procedures are organized in a ----- manner to form systems

Logical

Physical

Hybrid

Reference:

Page # 28, Lecture # 06

Procedures are organized in a logical manner to form systems.

Question No: 2 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

True

False

Question No: 3 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

Information

Decision

Management

Reference:

Page # 39, Lecture # 09

Information infrastructure consists of the physical facilities services and management that support

all computing resources in an organization.

Question No: 4 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

Skill Set

Data Set

Tool Set

Reference:

Page # 40, Lecture # 09

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools.

Question No: 5 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called----

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DDS

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MIS

IS

Reference:

Page # 43, Lecture # 10

Definition of MIS

“An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization.”

(Prof. Gordon Davis University of Minnesota)

Question No: 6 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

Structured

Unstructured

Semi-Structured

Reference:

model:

WaterFall

RAID

Iterative Model

Incremental Model

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects

into

smaller, more easily managed segments or phases?

SDLC

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System Design
System Analysis
Audit Trials

Reference:

Page # 81, Lecture # 18

Project lifecycle vs. SDLC

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

Question No: 9 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

True

False

Reference:

Page # 55, Lecture # 12

CRM software requires highly integrated environment for high productivity, which is rarely available.

Question No: 10 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

BRP

MRP

CRP

Reference:

Page # 62, Lecture # 13

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements.

Question No: 11 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

True

False

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Question No: 12 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

TRUE

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FALSE

Question No: 13 (Marks: 1) - Please choose one

In _____ decisions, problem is recurring and repetitive

Unstructured

Structured

Semi structured

Reference:

Page # 70, Lecture # 15

Structured decisions

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action.

Question No: 14 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

Input element

Control Mechanism

Output System

Question No: 15 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

True

False

Reference:

Page # 102, Lecture # 22

System Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Or alternatively as:

"A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish

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their
purpose.”

Question No: 16 (Marks: 1) - Please choose one

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System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Reference:

Page # 102, Lecture # 22

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Question No: 17 (Marks: 1)

What is information System?

Question No: 18 (Marks: 1)

Enlist the categories of the Support system *Reference:*

Page # 43, Lecture # 10

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

What is an Office Automation System?

Reference:

Page # 43, Lecture # 10

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For Instance

- Word processing
- Desktop publishing
- Imaging & Web publishing
- Electronic calendars – manager's appt. calendars
- Email
- Audio & video conferencing – establishing communication between geographically

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dispersed
persons.

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Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

Reference:

Page # 89, Lecture # 19

Entity Relationship Diagram (ERD)

Another diagrammatical tool used in system design is ERD. ERD as shown below indicates

simple relationships. These relationships can be read as follows.

- One department has one supervisor
- A department may have more than one employees

Or

- An employee may be in more than one departments
- An employee may not be working on any project but a project must have at least one employee working on it

Question No: 21 (Marks: 5) Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Decision-making process

- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action
- Choice – selecting a course of action from those available
- Implementation – implementing the selected course of action
- Monitoring – checking the consequences of the decision made after implementation

Phases for Decision Making – Example

Any deviation from the norm should be reported as an exception for managers' attention.

As it is

the case with “Debtors Aging Analysis”. (Debtors Aging analysis is the stratification of trade

receivables in accordance of period of time since they have been due.)

Intelligence: Identifying the problems occurring in an organization. MIS is the primary source

for the managers to be aware of red-alerts.

Design: Once the debtors have been analyzed on the basis of pattern of collection, options can be

generated to improve collection rates. For example

- o Offering early payment discounts.
- o Devising various collection strategies for

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- o various classes of customer based on
- o Collection period

- o Discounts rates
- o Strengthening sales department for collecting revenue through negotiation and settlement.
- Choice:** Now a selection has to be made which single strategy or combination of strategies should be implemented.
- o Here a DSS system can be used to simulate the consequences of each alternative generated.
- o The diversity and complexity of the alternatives generated would determine how extensive the DSS system should be.
- Implementation:** Now the stage comes of communicating the policy approved to the interested and relevant: for example
 - o Conducting training sessions of sales department or issuing an office memorandum.
 - o Communicating and convincing customers of the new credit terms so as to avoid confusion.
 - o Once again MIS will be used to record and report the results/effects of the policy.
- Monitoring:** Once the decision has been implemented, the effects and responses should be monitored. The quality of decisions can be judged only once after they have been implemented. Monitoring helps in evaluating the quality of decisions that have been made. This may include the following:
 - o Quantifying the speed in the process of recovery.
 - o Discount costs being born by the organization.
 - o Customer response in accepting the entire policy.
 - o Once again MIS will be used to record and report the results / effects of the policy.

Question No: 1 (Marks: 1) - Please choose one

Information system must fulfill the needs of which of the following:

- Customers
- **Business**
- Employee

Question No: 2 (Marks: 1) - Please choose one

----- Level is formulation of new sales products, and identifying new sales opportunities.

- Operational
- Managerial

► ***Strategic***

Question No: 3 (Marks: 1) - Please choose one

Automation has not enhanced the availability of information.

► True

► ***False***

Question No: 4 (Marks: 1) - Please choose one

Accounting information system (AIS) is linked to all the information systems in an organization.

► ***True***

► False

Question No: 5 (Marks: 1) - Please choose one

Cost benefit analysis is a must in choosing an alternative in a decision making model.

► ***True***

► False

Question No: 6 (Marks: 1) - Please choose one

Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

► Structured

► Semi Structured

► ***Unstructured***

Question No: 7 (Marks: 1) - Please choose one

Which of the following model combines the elements of the waterfall model with the philosophy of Prototyping

► Iterative

► ***Incremental***

► RAID

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished?

► ***Incremental Model***

► WaterFall Model

► Iterative Model

► RAID

Question No: 9 (Marks: 1) - Please choose one

There are five phases of the decision making process

► ***True***

► False

Question No: 10 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves implementing the selected course of action?

► Intelligence

► Design

► Choice

► ***Implementation***

Question No: 11 (Marks: 1) - Please choose one

Receivables and payables are the information needs in _____

► ***Small Organization***

- Medium organization
- Large Organization

Question No: 12 (Marks: 1) - Please choose one

Board of Directors are elected from _____

- Customers
- ***Share holders***
- Employees

Question No: 13 (Marks: 1) - Please choose one

Devaluation of currency is called _____

- Interest rate
- ***Inflation***
- Markup

Question No: 14 (Marks: 1) - Please choose one

What-if analysis technique is used by _____

- ***Model Driven DSS***
- Data Driven DSS
- Data Mining

Question No: 15 (Marks: 1) - Please choose one

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

► WTO

► Company Ordinance

► ***Business Environment***

► Company Structure

Question No: 16 (Marks: 1) - Please choose one

The information from the system not used for control purpose called-----

► Open loop system

- Closed loop system
- Open end System

Question No: 17 (Marks: 1) - Please choose one

The environment exerts influence on the system and the system also influences the environment.

► Open system

- Closed system
- Closed end System

Question No: 18 (Marks: 1) - Please choose one

Knowledge-Discovery in Databases and Data mining are known as thing.

► True

- False

Question No: 19 (Marks: 1) - Please choose one

MIS and DSS can be seen as having a systematic approach towards problem solution.

True

False

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Question No: 20 (Marks: 1) - Please choose one

----- is also known as information systems development or application development

- PDLC

► ***SDLC***

► DBLC

► LCD

Question No: 21 (Marks: 1) - Please choose one

Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

► ***System Analysts***

- Software Engineers
- System Designers
- Chief Executives

Question No: 22 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

► ***True***

- False

Question No: 23 (Marks: 1) - Please choose one

Which of the following is one of the “Types of Problem”?

- Structured
- Unstructured
- Semi-Structured

► ***ALL of the given options***

Question No: 24 (Marks: 1) - Please choose one

_____ are run under direct supervision of family members.

- Small Organization

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► ***Medium organization Page#07***

- Large Organization

Question No: 25 (Marks: 1) - Please choose one

The comparison of the actual with the expected is done with the help of _____

► nput element

► Processing

► ***Control mechanism***

Question No: 26 (Marks: 1) - Please choose one

The system used to record the transactions of routine and repetitive nature is called as _____.

► Support system

► Decision support system

► ***Transaction control system***

Question No: 27 (Marks: 1) - Please choose one

_____ is an integrated man-machine system for providing information to support operation and management.

► Office automation system

► ***Decision support system***

► Word processing

Question No: 28 (Marks: 1) - Please choose one

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

► ***True***

► False

Question No: 29 (Marks: 1) - Please choose one

Procedures are organized in a www.vuaskari.com manner to form systems

► ***Logical***

► Physical

► Hybrid

Question No: 30 (Marks: 1) - Please choose one

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

► **True**

► False

Question No: 31 (Marks: 1) - Please choose one

-----infrastructure consists of the physical facilities services and management that support all computing resources in an organization

► **Information**

► Decision

► Management

Question No: 32 (Marks: 1) - Please choose one

The term information architecture describes a specialized ----- which relates to the management of information and employment of informational tools.

► **Skill Set**

► Data Set

► Tool Set

Question No: 33 (Marks: 1) - Please choose one

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called -----.

► DDS

► **MIS**

► IS

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Question No: 34 (Marks: 1) - Please choose one

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

► Structured

► ***Unstructured***

- ▶ Semi-Structured

Question No: 35 (Marks: 1) - Please choose one

In _____ style managers allow employees to take part in decision making.

- ▶ Authoritative
- ▶ Mixed

▶ ***Democratic***

Question No: 36 (Marks: 1) - Please choose one

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

▶ ***SDLC***

- ▶ System Design
- ▶ System Analysis
- ▶ Audit Trials

Question No: 37 (Marks: 1) - Please choose one

CRM software requires highly integrated environment for high Productivity, which is rarely available.

▶ ***True***

- ▶ False

Question No: 38 (Marks: 1) - Please choose one

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

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- ▶ BRP

▶ ***MRP***

► CRP

Question No: 39 (Marks: 1) - Please choose one

The procedures to follow when decision is needed can be specified in advance

► ***True***

► False

Question No: 40 (Marks: 1) - Please choose one

Information products made more valuable by their attributes, characteristics, or qualities

► ***True***

► False

Question No: 41 (Marks: 1) - Please choose one

In _____ decisions, problem is recurring and repetitive

► Unstructured

► ***Structured***

► Semi structured

Question No: 42 (Marks: 1) - Please choose one

_____ is the raw data entered in the computer system.

► ***Input element***

► Control Mechanism

► Output System

Question No: 43 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis. www.vuaskari.com

► ***True***

► False

Question No: 44 (Marks: 1) - Please choose one

Sources of information are generally categorized as -----

► Primary

► Tertiary

► ***All of above***

► Secondary

Question No: 45 (Marks: 1) - Please choose one

Sources of information are generally categorized in different types depending on their originality and their proximity to the source or origin.

► ***True***

► False

Question No: 46 (Marks: 1) - Please choose one

Manufacturing process involves more than one sub-process.

► ***True***

► False

Question No: 47 (Marks: 1) - Please choose one

The organization refers to an organizational structure with few or no levels of intervening management between staff and managers is called-----

► Hierarchical organization

► ***Flat Organization***

► Pyramid Organization

Question No: 48 (Marks: 1) - Please choose one

Every system comprises of basic components which in a co-ordination formulate a system.

► ***True***

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► False

Question No: 49 (Marks: 1) - Please choose one

----- Simply means a particular technique of directing one's attention in learning, discovery or problem solving.

► Robustness

► ***Heuristic***

► DSS

- ▶ EIS

Question No: 50 (Marks: 1) - Please choose one

----- seek to put intelligence into the hardware in the form of generalized capability to learn.

▶ *Neural network System*

- ▶ Fuzzy logic
- ▶ DSS
- ▶ ESS

Question No: 51 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

▶ *True*

- ▶ False

Question No: 52 (Marks: 1) - Please choose one

Management information system (MIS) is that linked to all the information systems in an organization.

- ▶ True

▶ *False*

Question No: 53 (Marks: 1) - Please choose one

Technical Reports are examples of _____ resource.

- ▶ Tertiary

▶ *Primary*

- ▶ Secondary

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Question No: 54 (Marks: 1) - Please choose one

Organizations are distinguished on the basis of _____

- ▶ Attributes
- ▶ Policy

▶ ***Management***

Question No: 55 (Marks: 1) - Please choose one

In _____ there is low number of subordinates per person.

► ***Pyramid Structure***

- Flat Structure
- Modern Structure

Question No: 56 (Marks: 1) - Please choose one

Which of the following structure contains less number of management levels?

► ***Flat Structure***

- Tall Structure
- Classical structure

Question No: 57 (Marks: 1) - Please choose one

In which of the following category information is presented in its original form, neither interpreted nor condensed nor evaluated by other writers?

► ***Primary Information***

- Tertiary Information
- Secondary Information
- All of above

Question No: 58 (Marks: 1) - Please choose one

Every decision we take in daily life requires some sort of information about the alternatives available.

► ***True***

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- False

Question No: 59 (Marks: 1) - Please choose one

Cheaper factor of production is a challenge for the survival of a company in which of the following market?

- ▶ Super market
- ▶ Online Market

► ***Competitive market***

Question No: 60 (Marks: 1) - Please choose one

A TPS wants every transaction to be processed in the same way regardless of the

► ***User***

► Data

► Information

Question No: 61 (Marks: 1) - Please choose one

Office automation system includes formal and informal electronic systems with the communication of information to and from persons both inside and outside the firm.

► ***True***

► False

Question No: 62 (Marks: 1) - Please choose one

Data warehouses are generally batch updated at the end of the day, week or some period.

► ***True***

► False

Question No: 63 (Marks: 1) - Please choose one

Data mining can allow a firm to develop:

► DSS based on the Web and Specific marketing campaigns for different customer segments

► ***Specific marketing campaigns for different customer segments***

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► DSS based on the web

Question No: 64 (Marks: 1) - Please choose one

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases.

► ***True***

► False

Question No: 65 (Marks: 1) - Please choose one

Using a decision support system involves an interactive analytical modeling process.

► **TRUE**

► FALSE

Question No: 66 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of the following:

► Implementation

► Choice

► **Monitoring**

Question No: 67 (Marks: 1) - Please choose one

Management is concerned with the day to day costs, production targets in ____

► Service sector

► **Manufacturing Sector**

► Trading sector

Question No: 68 (Marks: 1) - Please choose one

_____ is not connected with environment.

► **Close system**

► Open system

► Closed Loop System

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Question No: 69 (Marks: 1) - Please choose one

A structure through which individuals cooperate systematically to conduct business called organization.

► ***True***

► False

Question No: 70 (Marks: 1) - Please choose one

Closed system is dependent on the internal resources and data.

► **True**

► False

Question No: 71 (Marks: 1) - Please choose one

System design can be explained and presented in----- form.

► **Narrative**

► Written

► Explanatory

► Descriptive

Question No: 72 (Marks: 1) - Please choose one

Targeting advertising to customers to increase the probability that an offer is accepted

► **True**

► False

Question No: 73 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to----- right amount of product.

► **Produce**

► Sale

► Purchase

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Question No: 74 (Marks: 1) - Please choose one

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Accounts should have a control over various recording points in the entire process from procurement to

finished goods store room.

► ***True***

► False

Question No: 75 (Marks: 1) - Please choose one

Structured Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles.

► True

► ***False***

Question No: 76 (Marks: 1) - Please choose one

Information that is outdated, inaccurate, or hard to understand has much less value.

► ***True***

► False

Question No: 77 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of Choice phase

► TRUE

► ***FALSE***

Question No: 78 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis.

► ***True***

► False

Question No: 79 (Marks: 1) - Please choose one

A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

► ***True***

► False

Question No: 80 (Marks: 1) - Please choose one

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

► ***True***

► False

Question No: 81 (Marks: 1) - Please choose one

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner is called-----

► Graphical Model

► ***Mathematical Model***

► Algebra Model

Question No: 82 (Marks: 1) - Please choose one

The departmental structures are----- in banking and financial sector.

► ***Different***

► Same

► Mixed

Question No: 83 (Marks: 1) - Please choose one

----- helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

► BRP

► ***MRP***

► CRP

Question No: 84 (Marks: 1) - Please choose one

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

► ***True***

► False

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Question No: 85 (Marks: 1) - Please choose one

BRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

► True

► ***False***

Question No: 86 (Marks: 1) - Please choose one

Decision procedures can be pre-specified, but not enough to lead to the correct decision are called-----

- Structured Decisions
- Unstructured Decisions

► ***Semi Structured Decisions***

Question No: 87 (Marks: 1) - Please choose one

Devise a discount or training policy is an example of choice phase.

- TRUE

► ***FALSE***

Question No: 88 (Marks: 1) - Please choose one

Source of information is generally categorize in primary, secondary and _____

- Proximity
- Initially

► ***Tertiary***

Question No: 89 (Marks: 1) - Please choose one

_____ Information is just like feedback of organization image in public.

- Informal

► ***External***

- Formal

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Question No: 90 (Marks: 1) - Please choose one

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RAID model combines the elements of the waterfall model with the philosophy of prototyping.

► True

► ***False***

Question No: 91 (Marks: 1) - Please choose one

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

► **True**

► False

Question No: 92 (Marks: 1) - Please choose one

----- needs data preparation which may involve filtering data and data transformations, selecting subsets of records

► Model Building

► Deployment

► **Exploration**

Question No: 93 (Marks: 1) - Please choose one

Which of the following is an approach for developing systems based on producing deliverables frequently/repetitively, each iteration, consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product?

► Incremental Model

► **Iterative Model**

► RAID

► Spiral

Question No: 94 (Marks: 1) - Please choose one

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

► **Iterative** www.vuaskari.com

► Incremental

► RAID

► SDLC

Question No: 95 (Marks: 1) - Please choose one

The departmental structures are different in banking and financial sector

► **True**

► False

Question No: 96 (Marks: 1) - Please choose one

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department.

► **True**

► False

Question No: 97 (Marks: 1) - Please choose one

Devise a discount or training policy is an example of design phase

► **TRUE**

► FALSE

Question No: 98 (Marks: 1) - Please choose one

_____ Sources are used, which simplify the process of finding the proximity Literature.

► **Secondary**

► Primary

► Tertiary

Question No: 99 (Marks: 1) - Please choose one

_____ is a group of people organized to accomplish an overall goal

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► System

► Procedure

► ***Organization***

Question No: 100 (Marks: 1) - Please choose one

Information quality checklist is the criteria to evaluate_____of information.

► Size

► **Quality**

- Need

Question No: 101 (Marks: 1) - Please choose one

Which of the following has collection of predefined procedures related to each other?

- Organization

► **System**

- Firm

Question No: 102 (Marks: 1) - Please choose one

_____ is connected to its environment by means of recourse of flows.

- Open loop system
- Close system

► **Open system**

Question No: 103 (Marks: 1) - Please choose one

Following statement is true for which of the following model?

Provides early indication of insurmountable risks, without much cost

- INCREMENTAL MODEL
- Iterative Models

► **SPIRAL MODEL**

Question No: 104 (Marks: 1) - Please choose one

_____ sources materials in which the information from ☐ secondary sources has been digested.

- Primary

► **Tertiary**

- Secondary

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Question No: 105 (Marks: 1) - Please choose one

Debtor's aging report Debtor's aging report is an example of ☐the following phase?

► Choice

☐ ► Design

► ☐ ***Intelligence***

Question No: 106 (Marks: 1) - Please choose one

☐ There are TWO phases of the decision making process

► TRUE

► ***FALSE***

Question No: 107 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves searching for conditions in the environment that calls for decisions?

► ***Intelligence***

► Design

► Choice

► Implementation

Question No: 108 (Marks: 1) - Please choose one

Which of the following model combines the elements of the ☐ waterfall model with the philosophy of prototyping?

► Prototyping

► Iterative

► ***Incremental***

► RAID

Question No: 109 (Marks: 1) - Please choose one

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

► ***System Analysis***

- ▶ System Design
- ▶ Risk Management
- ▶ Risk Analysis

Question No: 110 (Marks: 1) - Please choose one

Targeting advertising to customers to----- the probability that an offer is accepted

- ▶ Decrease
- ▶ **Increase**
- ▶ Stable

Question No: 111 (Marks: 1) - Please choose one

----- Generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure?

- ▶ **Infrastructure**
- ▶ Decision Support System
- ▶ Management System

Question No: 112 (Marks: 1) - Please choose one

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

- ▶ **True**
- ▶ False

Question No: 113 (Marks: 1) - Please choose one

Which of the following sources are original materials on which other research is based?

- ▶ **Primary**
- ▶ Secondary
- ▶ Tertiary
- ▶ None of these

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Question No: 114 (Marks: 1) - Please choose one

Due to fluctuating changes in fashion trends, pre-seasonal planning becomes-----

► **Critical**

► Simple

► Moderate

Question No: 115 (Marks: 1) - Please choose one

Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

► ***True***

► False

Question No: 116 (Marks: 1) - Please choose one

In which of the following Models it is Difficult to convince some customers that the evolutionary approach is controllable

► ***Spiral***

► Water Fall

► Incremental

► Iterative

Question No: 117 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM), is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

► ***True***

► False

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Question No: 118 (Marks: 1) - Please choose one

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

► **CAM**

► CIM

Question No: 119 (Marks: 1) - Please choose one

Directories are example of _____ resource.

- ▶ Primary
- ▶ Secondary

▶ ***Tertiary***

Question No: 120 (Marks: 1) - Please choose one

Feed back is the integral part of the _____

- ▶ Open system
- ▶ Close System

▶ ***Closed Loop System***

Question No: 121 (Marks: 1) - Please choose one

Spoken and written form of an entity is used in _____ model.

- ▶ Physical

▶ ***Narrative***

- ▶ Graphical

Question No: 122 (Marks: 1) - Please choose one

----- combines many human resource functions like benefits administration, payroll, recruiting and training etc.

▶ ***Human Resource Information System***

- ▶ Account Information System
- ▶ Financial Information System

Question No: 123 (Marks: 1) - Please choose one

In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to case basis.

► Semi-Structured decisions

► ***Unstructured decisions***

► Structured decisions

Question No: 124 (Marks: 1) - Please choose one

The organizational structures are formulated in order to efficiently manage which of the following:

► Business Cost

► ***Business Operations***

► Business Size

Question No: 125 (Marks: 1) - Please choose one

The comparison of actual system with expected system is done with the help of control mechanism.

► False

► ***True***

Question No: 126 (Marks: 1) - Please choose one

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► ***True***

► False

Question No: 127 (Marks: 1) - Please choose one

Which of the following design involves breaking up the logical design into units?

► ***Physical***

► Logical

► None of above options

► Commercial

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Question No: 128 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► ***Choice***

► Implementation

- ▶ Intelligence

Question No: 129 (Marks: 1) - Please choose one

MIS is the primary source for the managers to be aware of red-alerts.

- ▶ **TRUE**
- ▶ FALSE

Question No: 130 (Marks: 1) - Please choose one

Organization is a group of elements that are integrated with the common purpose of achieving an object.

- ▶ True
- ▶ **False**

Question No: 131 (Marks: 1) - Please choose one

Cost benefit analysis is must in choosing an alternative in a decision making model.

- ▶ False
- ▶ **True**

Question No: 132 (Marks: 1) - Please choose one

A system that is not connected with its environment is called -----

- ▶ **Closed system**
- ▶ Open system
- ▶ Open loop system

Question No: 133 (Marks: 1) - Please choose one

An information system that automatically generates report on regular basis and is used to monitor input or activities is called

► ***Open loop system***

► Closed loop system

► Closed end System

Question No: 134 (Marks: 1) - Please choose one

Question No: 135 (Marks: 1) - Please choose one

Systems analysts work as a link between Business people, & Computer Programmers.

► **True**

► False.

Question No: 136 (Marks: 1) - Please choose one

Waterfall model places emphasis on documentation (such as requirements Documents and design documents) as well as source code.

► **True**

► False

Question No: 137 (Marks: 1) - Please choose one

The purpose of feasibility Study is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified.

► **True**

► False

Question No: 138 (Marks: 1) - Please choose one

Call centers use automatic call distributors (ACD's) to route calls to the appropriate agent.

► **True**

► False

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Question No: 139 (Marks: 1) - Please choose one

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Which of the following information systems cater for the needs of Accounts & Finance Department.

► **Accounting and Managerial**

- MIS
- EIS
- AIS

Question No: 140 (Marks: 1) - Please choose one

Instead of Information, data is more important in day to day decision making.

- True

► **False**

Question No: 141 (Marks: 1) - Please choose one

Medium size organizations usually have simple management structure than those of small organizations.

► **False**

- True

Question No: 142 (Marks: 1) - Please choose one

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

- Sector
- Country

► **Organization**

Question No: 143 (Marks: 1) - Please choose one

The turnaround time from the input of the transaction to the production for the output must be a few -----

- Minutes or less
- Hours or less

► ***Seconds or less***

Question No: 144 (Marks: 1) - Please choose one

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

► ***OIS***

► MIS

► EIS

► CBIS

Question No: 145 (Marks: 1) - Please choose one

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► ***False***

Question No: 146 (Marks: 1) - Please choose one

Which of the following models is an approach for developing systems based on producing deliverables frequently/repetitively?

► ***Iterative***

► Incremental

► RAID

► SDLC

Question No: 147 (Marks: 1) - Please choose one

The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

► True

► ***False***

Question No: 148 (Marks: 1) - Please choose one

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_____ Models are three dimensional representation of an entity (Object/Process).

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► ***Physical***

- ▶ Narrative
- ▶ Graphical

Question No: 149 (Marks: 1) - Please choose one

There are five phases of decision making process.

► **True**

► False

Question No: 150 (Marks: 1) - Please choose one

System analysts work as a link between business people and computer programmers.

► **True**

► False

Question No: 151 (Marks: 1) - Please choose one

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

► **TRUE**

► FALSE

Question No: 152 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework for supporting the entire

► Management System

► **Infrastructure**

► Decision Support System

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Question No: 153 (Marks: 1) - Please choose one

There are five phases of the decision making process, first one is intelligence.

► ***True***

► False

Question No: 154 (Marks: 1) - Please choose one

Information should be tailored in accordance with the organization's culture and structure.

► **True**

► False

Question No: 155 (Marks: 1) - Please choose one

A system is a group of----- that are integrated with the common purpose of achieving an objective.

► Information

► Data Sets

► **Elements**

Question No: 156 (Marks: 1) - Please choose one

With a----- decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

► **Closed-loop**

► Open-loop

► Closed System

Question No: 157 (Marks: 1) - Please choose one

Information by itself is proving to be the most critical resource for organizations.

► **True**

► False

Question No: 158 (Marks: 1) - Please choose one

Plans provide a direction but not framework for action. www.vuaskari.com

► True

► **False**

Question No: 159 (Marks: 1) - Please choose one

Companies are investing in data-driven decision support application frameworks to help them respond to •
Changing market conditions & • Customer needs

► **TRUE**

► FALSE

Question No: 160 (Marks: 1) - Please choose one

Closed System depends on_____and data.

► ***internal resources***

► External resources

► Procedures

Question No: 161 (Marks: 1) - Please choose one

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► ***True***

► False

Question No: 162 (Marks: 1) - Please choose one

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

► No

► ***Yes***

Question No: 163 (Marks: 1) - Please choose one

Which of the following are the examples of Primary sources?

► Commentaries, review articles and literature reviews

► Directories, Guidebooks, manuals, Chronologies

► ***Interviews, surveys and fieldwork***

► None of the

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Question No: 164 (Marks: 1) - Please choose one

Which of the following is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade?

- ▶ SAFTA
- ▶ SAARC

► **WTO**

Question No: 165 (Marks: 1) - Please choose one

CBIS helps in updating every change being triggered in less time and with more effort.

► True

► **False**

Question No: 166 (Marks: 1) - Please choose one

Data Warehouse combines databases across an entire enterprise

► **True**

► False

Question No: 167 (Marks: 1) - Please choose one

Production subsystem needs to be linked with the marketing system to----- right amount of product.

► **Produce**

► Sale

► Purchase

Question No: 168 (Marks: 1) - Please choose one

Partial systems are successively built to produce a final total system in the following model:

► **Incremental Model**

► WaterFall

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► RAID

► Iterative Model

Question No: 169 (Marks: 1) - Please choose one

Computer-aided manufacturing (CAM, is a form of automation where computers communicate work instructions directly to the manufacturing machinery.

► **True**

► False

Question No: 170 (Marks: 1) - Please choose one

_____ is the set of interconnected structural elements that provide the framework.

► **Infrastructure**

► System

► Organization

Question No: 171 (Marks: 1) - Please choose one

_____ is known as father of warehouse.

► Stephen hawking

► Bill gates

► **Bill Inmon**

Question No: 172 (Marks: 1) - Please choose one

Debtor's aging report is an example of the following phase?

► **Intelligence**

► Choice

► Design

Question No: 173 (Marks: 1) - Please choose one

Devising a discount or training policy is an example of design phase.

► **TRUE**

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► FALSE

Question No: 174 (Marks: 1) - Please choose one

Evaluate recovery patterns, relevant costs involved is an example of monitoring

► **TRUE**

► FALSE

Question No: 175 (Marks: 1) - Please choose one

A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

► **True**

► False

Question No: 176 (Marks: 1) - Please choose one

Systems have collection of predefined----- related to each other in a sequenced logical manner in order to collectively achieve the desired results.

► **Procedures**

► Sequences

► Policies

Question No: 177 (Marks: 1) - Please choose one

The results given by the system after the process has been performed on the data being input to the system called as -----.

► **Output**

► Input

► Processing

Question No: 178 (Marks: 1) - Please choose one

Which of the following level is formulation of new sales products, and identifying new sales opportunities?

► Operational

► Managerial

► **Strategic**

Question No: 179 (Marks: 1) - Please choose one

In _____ final product is intangible

► ***Service sector***

- ▶ Manufacturing Sector
- ▶ Trading sector

Question No: 180 (Marks: 1) - Please choose one

_____ is a set of defined set of instructions aimed to achieve goals

▶ Procedure

- ▶ System
- ▶ Organization

Question No: 181 (Marks: 1) - Please choose one

Which of the following model is a series of short waterfall cycles, each producing an early prototype representing a part of the entire project?

▶ Spiral

- ▶ Iterative
- ▶ WaterFall
- ▶ Incremental

Question No: 182 (Marks: 1) - Please choose one

_____ sources materials in which the information from secondary sources has been digested.

- ▶ Primary

▶ Tertiary

- ▶ Secondary

Question No: 183 (Marks: 1) - Please choose one

Decision making is the cognitive process of selecting a course of action from among _____

----- Alternatives

► ***Multiple***

► Double

► Triple

Question No: 184 (Marks: 1) - Please choose one

Commentaries are the example of _____ sources.

► Primary

► Tertiary

► **Secondary**

Question No: 185 (Marks: 1) - Please choose one

_____ is a group of elements that are integrated with common purpose of objective.

► Procedure

► **System**

► Firm

Question No: 186 (Marks: 1) - Please choose one

Word Processing is an example of the following system:

► **Office automation system**

► Decision support system

► Word processing

Question No: 187 (Marks: 1) - Please choose one

The Iterative model emphasizes the need to go back and reiterate earlier steps number of times as the project progresses.

► True

► **False**

Question No: 188 (Marks: 1) - Please choose one

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Small organizations usually have complex management structure.

► True

► ***False***

Question No: 189 (Marks: 1) - Please choose one

The Islamic ethical system differs from secular ethical systems and from the moral code advocated by other-----

► **Religions**

- Countries
- Organizations

Question No: 190 (Marks: 1) - Please choose one

The components of open loop system do not include control and feedback mechanism.

► **True**

- False

Question No: 191 (Marks: 1) - Please choose one

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

► **True**

- False

Question No: 192 (Marks: 1) - Please choose one

Which of the following increment in incremental model is usually the core product which addresses the basic requirements of the system?

► **First**

- Second
- Third

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Question No: 193 (Marks: 1) - Please choose one

----- is a gray area lies between structured and unstructured range where part of the decision can be specified allowing for certain factors out of control.

► Unstructured

► ***Semi-Structured***

► Structured

Question No: 194 (Marks: 1) - Please choose one

In data mining, events that are linked over time are referred to as:

► Sequences

- Associations and Sequences
- Associations

Question No: 195 (Marks: 1) - Please choose one

----- Phase is required to establish the scope of the plan and the methodology and techniques to be applied.

- Assessment
- Strategic

► Orientation

Question No: 196 (Marks: 1) - Please choose one

Which of the following phase of decision making process involves inventing, developing, and analyzing possible courses of action?

- Intelligence
- Design**
- Choice
- Implementation

Question No: 197 (Marks: 1) - Please choose one

Which of the following select chief executive?

- Employees
- Customers

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► Board of Directors

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Question No: 198 (Marks: 1) - Please choose one

Software is constructed step by step in the same way a building is constructed is Known as-----

► Iterative Models

► ***Incremental Models***

- ▶ Water fall model
- ▶ Rapid Model

Question No: 199 (Marks: 1) - Please choose one

Distributing common information to every one may result ----- and----- --.

▶ **Waste of time, confusion**

- ▶ Increase productivity, awareness
- ▶ Cut time, cost
- ▶ None of them

Question No: 200 (Marks: 1) - Please choose one

A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is called:

▶ **System Analysis**

- ▶ System Requirements
- ▶ Risk Management
- ▶ Risk Analysis

Question No: 201 (Marks: 1) - Please choose one

How many phases are there in Decision making Process?

- ▶ 2
- ▶ 3
- ▶ 4
- ▶ **5**

SUBJECTIVE QUESTION

Incremental Model (page 69)

Question No: 18 (Marks: 2)

What are the conglomerate organizations?

Conglomerate organizations are corporations that have multiple revenue streams from business activities that are completely unrelated.

Waterfall model (page 69)

Computer Integrated Manufacturing (page 54)

Define different models of SDLC? (page 71)

Spiral Model. (page 88)

Physical design (page 81)

Office automation system (page 33)

What do you understand by Rational-Man Model? (5 marks) (page 64)

Objective of MRP (3 marks) (page 52)

.

Explain System Design & Identify its steps (5 marks) (page 93)

Define MIS (2 marks) (page 32)

Define Technical feasibility (2 marks) (page 73) www.yuaskari.com

What are DSS models (3 marks) (page 33)

Benefits of MRP II (5 marks) (page 52)

What are the basic components of DSS? (page 35)

What is Data Driven Decision Support System? (page 35)

How the information is kept in the purchase system? (page 23)

List information Requirements for Medium sizes organizations. (page 8)

Differentiate CRM from ERP

CRM and ERP may focus on different things, but there's power in getting them to work together. CRM and ERP have a collaborative relationship. Imagine that CRM is the point of a large V that faces outward to your customer base, where it is used to track and predict sales. ERP is an internal system that coordinates information between various departments and ensures the lifeblood flows through your enterprise to help profitability.

What do you understand by OLAP? (page 37)

Objective of Having Systems (page 21)

Data Warehouse (page 35)

Types of Mathematical Models (page 38)

Expert System (page 40)

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Heuristics (page 40)

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ESS vs. DSS (page 41,42)

Computerized vs. Manual environment

(page 92)

CS507-Information Systems

Solved MCQ(S)

From Midterm Papers (1 TO 22 Lectures)

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Updated.

MidTerm Papers Solved MCQS with Reference (1 to 22 lectures)

1. _____ is also known as information systems development or application development.

- PDLC
- **SDLC**
- DBLC
- LCD

PG # 78

2. Partial systems are successively built to produce a final total system in the following model:

- WaterFall
- **RAID**
- Iterative Model

○ **Incremental Model PG # 95**

3. Which of the following is not one of the phases of “Decision Making”?

- Intelligence

- Design
- Choice
- ***None of the given options*** **PG # 73**

4. In _____ managers make all decisions

- **Autocratic style PG # 21**
- Participative
- Mixed Style

An **Autocratic or authoritarian** manager makes all the decisions.

5. _____ is a set of defined set of instructions aimed to achieve goals

- **Procedure PG # 28**
- System
- Organization

Procedure is a defined set of instructions aimed at describing how to proceed in achieving a pre-defined milestone/target.

6. Closed System depends on _____ and data

- **Internal resources PG # 34**
- External resources
- Procedures.

7. What-if **analysis technique** is used by _____

- **Model Driven DSS PG # 44**
- Data Driven DSS
- Data Mining

8. Distributing common information to every one may result in waste of time and confusion Is it true?

- **True PG # 16**
- False

9. Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

- Sector
- Country

○ **Organization** **PG # 21**

10. Information system must fulfill the needs of which of the following:

- Customers
- Employee

○ **Business** **PG # 26**

11. Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

- Structured

○ **Unstructured** [Click Here For More Detail](#)

- Semi-Structured

A non structured decision is one for which there may be several "right" answers, and there is no precise way to get a right answer. Most decisions have structured and non structured elements.

12. Which of the following phase of decision making process involves selecting a course of action from those available?

- Design

○ **Choice** **PG # 73**

- Implementation
- Intelligence

13. Operational level is formulation of new sales products, and identifying new sales opportunities

- True

○ **False** www.vuaskari.com

14. Using a decision support system involves an interactive analytical modeling process

- **True** [Click Here For More Detail](#)
- False

15. Systems have collection of predefined _____ related to each other in a sequenced logical manner in order to collectively achieve the desired results.

- **Procedures** **PG # 28**
- Sequences
- Policies

16. Which of the following are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers?

- **System Analysts** **PG # 103**
- Software Engineers
- System Designers
- Chief Executives

17. With a _____ decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

- Closed System
- **Closed-loop** **PG # 36**
- Open-loop

18. Production subsystem needs to be linked with the marketing system to _____ right amount of product

- **Produce** **PG # 65**
- Sale
- Purchase

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19. The quality of decisions can be judged only once after they have been implemented.

- **True** **PG # 72**
- False

20. _____ are run under direct supervision of family members.

- Small Organizations
- **Medium organizations** **PG # 17**
- Large Organizations

21. Which of the following models is good for large and complex systems?

- **Spiral** **PG # 98**
- Incremental
- WaterFall
- Iterative

22. Which of the following phase of decision making process involves implementing the selected course of action?

- Intelligence
- Design
- Choice
- **Implementation** **PG # 71**

23. Which of the following is not one of the phases of “Decision Making”?

- Intelligence
- Design
- Choice

- **None of the given options.** **PG # 71**

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24. _____ is a group of people organized to accomplish an overall goal

- System
- Procedure

○ **Organization** PG # 15

25. _____ is the raw data entered in the computer system.

○ **Input element** PG # 30

- Control Mechanism
- Output System

26. _____ is not connected with environment.

○ **Close system** PG # 31

- Open system
- Closed Loop System

27. Which of the following increment in incremental model usually the core product which addresses the basic requirements of the system?

○ **First** PG # 95

- Second
- Third

28. _____ sources materials in which the information from secondary sources has been digested.

- Primary

○ **Tertiary** PG # 13

- Secondary

29. A hierarchical organization is structured in a way such that every entity in the organization, except one, is subordinate to a single other entity.

○ **True** PG # 20

- False

30. Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as:

- Structured
- Semi Structured

○ **Unstructured** **PG # 22**

31. Which of the following phase of decision making process involves checking the consequences of the decision made after implementation?

- Design
- Choice
- Implementation

○ **Monitoring** **PG # 71**

32. Evaluate recovery patterns, relevant costs involved is an example of monitoring

- **True** **PG # 72**
- False

33. In which of the following models it is difficult to convince some customers that the evolutionary approach is controllable?

- **Spiral** **PG # 99**
- WaterFall
- Incremental
- Iterative

34. A system that is not connected with its environment is called _____

○ **Closed system** **PG # 31**

- Open system
- Open loop system

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35. The reports generated by the _____ are used for analytical decision making by the management.

- ☐ **MIS** **PG # 42**
- ☐ DSL
- ☐ EIS
- ☐ DSS

36. An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization is called _____

- ☐ DDS
- ☐ **MIS** **PG # 43**
- ☐ IS

37. Accounting information system (AIS) is linked to all the information systems in an organization.

- ☐ **True** **PG # 65**
- ☐ False

38. Decision making is the cognitive process of selecting a course of action from among multiple alternatives

- ☐ **True** **PG # 69**
- ☐ False

39. Every decision we take in daily life requires some sort of information about the alternatives available.

- ☐ **True** **PG # 11**
- ☐ False

40. _____ are run under direct supervision of family members.

- ☐ Small Organizations
- ☐ **Medium organizations** **PG # 17**
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- ☐ Large Organizations

41. Medium sized organizations are normally run by family so decision making is _____ in such organizations.

- **Centralized** **PG # 17**
- de-centralized
- unstructured
- complexed

42. _____ is a defined set of instructions aimed at describing how to proceed in achieving a pre-defined

- milestone/target.
- System
- **Procedure** **PG # 28**
- Process
- Method

43. There is a greater emphasis on models in case of _____

- KSS
- **DSS** **PG # 44**
- MIS
- TPS

44. A cheaper factor of production is a challenge to the survival of a company in which of the following markets?

- Super market
- Online market
- **Competitive market** **PG # 26**
- Stock market

45. Organizations can not be distinguished on the basis of the following criteria.

- Organizational structure
- Culture of the Organizations
- Management Style and Decision Making Style
- **organization location** **PG # 20**

46. In _____ organizations all the critical managerial positions are usually controlled by the family members.

- **Medium Size PG # 17**
- Large Size
- Small Size
- Smaller size

47. A particular technique of directing one's attention in learning, discovery or problem solving is known as _____.

- Trial and error
- **Heuristics PG # 43**
- Critical decision making
- Data mining

48. Every decision we take in daily life requires some sort of _____ about the alternatives available.

- Seriousness
- **Information PG # 11**
- Power
- Negligence

49. Which of the following views organization as a combination of process oriented groups whose information needs are related but independent?

- CBIS
- MIS
- DIS
- **OIS PG # 52**

50. _____ engine is the database management system (DBMS) of the expert system.

- Database
- Development
- Query

- **Inference PG # 51**

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51. _____ communication refers to the Information flow from firm to external environment.

- Horizontal
- **Marketing**
- Suppliers
- Vertical

PG # 53

52. Decision making is the cognitive process of selecting a course of action from _____ alternatives.

- **Multiple**
- Double
- Triple
- Single

PG # 69

53. Normally there are _____ kinds of management style.

- Two
- **Three**
- Four
- Five

PG # 21

Authoritative, Participative, Mixed

54. Information flows and formats are easy to define and change in case of

- **Small organization**
- Medium organization
- Large organization
- Large and medium organization

PG # 17

55. _____ is the set of interconnected structural elements that provide the framework for supporting the entire structure

- Management System
- **Infrastructure**
- Decision Support System

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PG # 39

- Transaction processing system

56. Which of the following elements exists outside the boundary of the business (Organization) and have the potential to affect all or part of the organization?

- WTO
- Company Ordinance
- **Business Environment PG # 24**
- Company Structure

57. Which of the following refers to the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools?

- CEE
- CNC
- **CAE PG # 64**
- MRP

58. Which of the following is not an external source of information to an organization?

- **Formal reporting system PG # 22**
- Loan applications
- Purchasing agreements
- Advertisement

59. _____ is an information in its original form, neither interpreted nor condensed nor evaluated by other writers.

- **Primary information PG # 12**
- Secondary information
- Tertiary information
- Primary and Secondary information

60. _____ are formulated in order to efficiently manage the business operations.

- **Organizational structures** PG # 15
- Risks
- Environments
- Customers

61. Technical Report is an example of _____ source of information.

- Tertiary
- **Primary** PG # 12
- Secondary
- Quaternary

62. A system that is connected to its environment by means of resource flows is called _____.

- Open Loop System
- Closed Loop System
- **Open system** PG # 31
- Closed system

63. _____ is not a document produced during procedures development of system design.

- Data Flow Diagrams
- Entity Relationship Diagram
- User Manual
- **Feasibility Manual** PG # 92

64. _____ phase of decision making process involves selecting a course of action from available options.

- Design
- **Choice**
- Implementation

- Intelligence

65. _____ of timely and accurate information helps in proper decision making and meeting the organizational goals.

- Lack
- Deletion

○ **Availability**

PG # 23

- Lost

66. To produce the right amount of the products, _____ needs to be linked with the marketing system.

○ **Production sub system** **PG # 65**

- Quality sub system
- Logistics
- Office automation system

67. Systems use closely related and logically sequenced _____ to achieve the desired results.

○ **Procedures**

PG # 28

- Data
- Managers
- Customers

68. _____ helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements

- Transaction Processing System

○ **Materials Requirement Planning** **PG # 62**

- Office Automation System
- Flowchart

69. Objectives of Customer Relationship Management (CRM) are to increase profitability, revenue, and_____.

- Threats
- Logical access

○ **Customer satisfaction** **PG # 54**

- Physical access

70. Bar graph is an example of _____model of Decision Support System.

- Physical
- Narrative

○ **Graphic** **PG # 48**

- Mathematical

71. _____is the set of interconnected structural elements that provide the framework for supporting the entire structure

- Management System

○ **Infrastructure** **PG # 39**

- Office Automation System
- Feedback

72. _____is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

- Testing

○ **Prototyping** **PG # 99**

- Programming
- Debugging

73. Continuous change in work force_____is for an organization.

- Ignore able
- Beneficial
- **Harmful**
- Necessary

PG # 26

74. Word Processing is an example of_____.

- **Office Automation System**
- Decision Support System
- Transaction Processing System
- Order Processing Sub System

PG # 43

75. With_____decision environment there is the possibility of having very quick and very accurate feedback on the decision process.

- **Closed-loop**
- Open-loop
- Fully Open-loop
- Absolutely No

PG # 36

76. Quality maintenance is an issue which requires_____.

- **Structured reporting**
- Marketing
- Manufacturing
- Trading

PG # 19

77. System development life cycle is a (an) _____ technique that divides complex projects into smaller, more easily managed segments or phases.

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☐ **Project management** PG # 78

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LESSON 1

Defining Needs

Decisions are required to be taken in day to day life. No single task in our life can be done without decision making. For every assignment we undertake, there has to be a process of making choices. Whenever we are faced with choices, there is an inevitable need of selecting one particular course of action. Any task can be done in various ways, but doing it simultaneously through all possible alternatives is virtually impossible. This necessitates making a reasonable choice from all the options available.

An example can be taken for a person who wants to go to Islamabad. He can look at following options.

- Use any of the local bus service available
- Go by train
- Travel by air

As you can see, the decision to be made in this situation is faced with the availability of a set of combination of alternatives.

- Every decision we take in daily life requires some sort of information about the alternatives available. For instance, in the above example certain factors need to be considered before taking a decision.
 - How urgent it is to reach to Islamabad
 - How much time is available to accommodate travelling, since each mode of travelling will take different time to reach at the same destination?
 - Whether bookings are available for the desired day and time.
 - Is there any possibility of cancellation of booking or flight or bus service.
 - Which bus service or airline to chose from, since various airlines and bus services are having travelling facilities to Islamabad.
- Without the availability of relevant information, we may take a decision which is wrong or not to our benefit. For instance if the person does not have complete knowledge of facts he might not be able to take the right decision.
- Similar is the case with business. Businesses are run by organizations which are in-fact a group of people. As individuals have choices to choose from, organizations also face various alternatives in day to day operations, Decisions are made by individuals from the management.

Need for information www.vuaskari.com

Information is required in day to day decision making. Without the availability of right quantity of information at the right time, the process of decision making is highly affected. For this reason various sources of information are used to extract information. Some of these are:

- Newspapers
- Internet
- Marketing Brochures
- Friends & Relatives

Sources of Information

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin. For example, initially, findings might be communicated informally by email and then presented at meetings before being formally published as a

primary source. Once published, they will then be indexed in a bibliographic database, and repackaged and commented upon by others in secondary sources.

The designations of primary, secondary and tertiary differ between disciplines or subjects, particularly between what can generally be defined as the sciences and the humanities. For example,

- The historian's primary sources are the poems, stories, and films of the era under study.
- The research scientist's primary sources are the results of laboratory tests and the medical records of patients treated with the drug.

Written information can be divided into several types.

- Primary Sources
- Secondary Sources
- Tertiary Sources

Primary Sources

Some definitions of primary sources:

1. Primary sources are original materials on which other research is based
2. They are usually the first formal appearance of results in the print or electronic literature (for example, the first publication of the results of scientific investigations is a primary source.)
3. They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.
4. They are from the time period (for example, something written close to when the event actually occurred.
5. Primary sources present original thinking and report on discoveries or share new information.

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork
11. Letters and correspondence
12. Speeches
13. Newspaper articles (may also be secondary)
14. Government documents
15. Photographs and works of art
16. Original documents (such as birth certificate or trial transcripts)
17. Internet communications on email, and newsgroups

Secondary Sources

Secondary sources are less easily defined than primary sources. What some define as a secondary source, others define as a tertiary source. Nor is it always easy to distinguish primary from secondary sources. For example,

- A newspaper article is a primary source if it reports events, but a secondary source if it analyses and comments on those events.

- In science, secondary sources are those which simplify the process of finding and evaluating the primary literature. They tend to be works which repackage, reorganize, reinterpret, summarize, index or otherwise "add value" to the new information reported in the primary literature.

Some Definitions of Secondary Sources:

1. Describe, interpret, analyze and evaluate the primary sources
2. Comment on and discuss the evidence provided by primary sources
3. Are works which are written after the fact with the benefit of hindsight?

Some examples of secondary sources:

1. bibliographies (may also be tertiary)
2. biographical works
3. commentaries
4. dictionaries and encyclopedias (may also be tertiary)
5. dissertations or theses (more usually primary)
6. handbooks and data compilations (may also be tertiary)
7. history
8. indexing and abstracting tools used to locate primary & secondary sources (may also be tertiary)
9. journal articles, particularly in disciplines other than science (may also be primary)
10. newspaper and popular magazine articles (may also be primary)
11. review articles and literature reviews
12. textbooks (may also be tertiary)

Tertiary Sources

This is the most problematic category of all. Some Definitions of Tertiary

Sources:

1. Works which list primary and secondary resources in a specific subject area
2. Materials in which the information from secondary sources has been "digested" - reformatted and condensed, to put it into a convenient, easy-to-read form.
3. Sources which are once removed in time from secondary sources

Some examples of tertiary sources:

1. Almanacs and fact books
2. Bibliographies (may also be secondary)
3. Chronologies
4. Dictionaries and encyclopedias (may also be secondary)
5. Directories
6. Guidebooks, manuals etc
7. Handbooks and data compilations (may also be secondary)
8. Indexing and abstracting tools used to locate primary & secondary sources (may also be secondary)
9. Textbooks (may also be secondary)

Changing Needs

When needs change, requirements for information change. Information needs of users are changing as a result of changes in the availability of information content in electronic form. Changing needs of the users determine the nature of the physical form in which information content is currently being made available for users' access and use in electronic information environments.

Information needs:

- Each user has a different type of information need depending on what he's trying to find and why he's trying to find it. If we can determine the most common information needs a site's users have, we can select the few best architectural components to address those information needs.
- For example, if a user is designing a staff directory, we can assume that most users are searching for items they already have information about. The user already knows exactly what he's looking for, he has the terms necessary to articulate that need, and he knows that the staff directory exists and that it's the right place to look. This type of information need would be best served by employing a search system. So resources should be invested in developing and maintaining a comprehensive search system.
- Another example: the site's users are often new or infrequent visitors. And perhaps the site's content scope is changing frequently. So the information architecture probably should be very good at supporting orientation. If that's the case, invest in a table of contents or some other IA component that's effective at orienting users and communicating what content is contained in the site.

**Areas
Covered**

- Introduction to Organization and
- Role of Information in Organization, Management & Strategy

What is Organization?

Basically, an organization is group of people organized to accomplish an overall goal. Organizations can range in size from two people to hundreds of thousands -- some people might argue that organizations are even larger. Organizations have an overall goal (or mission) which is usually subdivided into various other goals (often called strategic goals) that, in total, will achieve the overall goal of the organization.

A structure through which individuals cooperate systematically to conduct business. It is a collection of people working under predefined rules and regulations to obtain a set of objectives. It is a stable formal social structure. It takes resources from the environment and processes them to produce outputs.

"Organization" is understood as planned, coordinated and purposeful action of human beings in order to construct or compile a common tangible or intangible product or service. This action is usually framed by formal membership and form (institutional rules). Organization is a permanent arrangement of elements. These elements and their actions are determined by rules so that a certain task can be fulfilled through a system of coordinated division of labour.

An organization is defined by the elements that are part of it (who belongs to the organization and who does not?), its communication (which elements communicate and how do they communicate?), and its rules of action compared to outside events (what causes an organization to act as a collective actor?).

By coordinated and planned cooperation of the elements, the organization is able to solve tasks that lie beyond the abilities of the single elements. The price paid by the elements is the limitation of the degrees of freedom of the elements.

Need for Organization

As the volume of business expands, the need for disciplined approach to managing operations is required. This results in formulation of organizational structures. The organizational structures are formulated in order to efficiently manage the business operations. This makes the structures a relative term to explain and define. Organizations have the freedom to chose / evolve the structures which best fits the management needs.

An organization's primary aim is to achieve the objective that it lays down for itself and in pursuance of which various actions are undertaken. Such objective could be to generate profits or specific socio- economic cultural objectives. What ever the objectives are, these activities interrelate and their occurrence generate a series of events which helps organization achieve its goal. The regular and timely recording of information is critical to the proper management of business operations.

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Data vs. Information

Data represents facts of any kind. In the process of recording important particulars of any event, it is the discretion of the management, what should be recorded and how it should be presented. However when this data is processed or reformatted, it becomes information. Information is a subset of data which adds to the knowledge.

Information should be relevant so that it is valuable for the recipient. Although the processed form of information is more valuable than the raw form of data, still all information is not of value for every one. Distributing common information to every one may result in waste of time and confusion. Irrelevant information has no value.

Information Quality Checklist

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information. These are stated below:

1. Is it clear who has written the information?
2. Who is the author? Is it an organization or an individual person? Is there a way to contact them?
3. Are the aims of the information clear?
4. What are the aims of the information? What is it for? Who is it for? Does the information achieve its aims?
5. Does the information do what it says it will? Is the information relevant to me?

List five things to find out from the information.

- ☐
- ☐
- ☐
- ☐
- ☐

1. Can the information be checked?
Is the author qualified to write the information? Has anyone else said the same things anywhere else? Is there any way of checking this out? If the information is new, is there any proof?
2. When was the information produced?
Is it up to date? Can you check to see if the information is up to date?
3. Is the information biased in any way?
Has the information got a particular reason for wanting you to think in a particular way? Is it a balanced view or does it only give one opinion?
4. Does the information tell you about choices open to you?
Does the information give you advice? Does it tell you about other ideas?

Organization & Information Requirements

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

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An organization should consider the above mentioned requirements while devising a system

which tailors for specific information needs.

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Size of the Organization and Information Requirements

Small Organizations

Small organizations usually have simple management structure. The need invariably grows from the limited scope and operations of management. Since tasks to be handled are usually limited and manageable, hence need for introducing more levels is not required. Since operations can be managed at the top level by one or two members of the senior management, officers from the lower level of management are not usually involved in decision making. Hence the final decisions are centrally taken.

Information flows and formats are easy to define and change. Since information requirements are not extensive, number of documents prepared and generated will also be few in number. Mostly the interested party itself is running the business, hence the management is centralised to few people.

Examples of Information requirements of Small Organizations

- Day to day transactions
- Daily Sale
- Cash management
- Receivables and Payables

Medium Sized Organizations

Medium Sized organizations are normally a family ownership run by brothers, father-son. There are many organizations existing these days which are being run by the family members. The prime concern may be the trust already fostered among the blood relations but this might give rise to informal relationship among them. Since all critical managerial positions are usually controlled by the family members, information is structured only to the extent of external reporting. The level of reporting that could meet the information needs of the clients is best suited for such an organization.

Medium sized organizations are run under direct supervision of the family members which rarely extends to segregation of duties and delegation of authority.

- Centralized decision making
- Above mentioned structure rarely changes with complexity and dynamism of environments.

Information Requirements of Medium Sized Organizations

As size of the organization increases, the importance of planning for information also increases. The planning on long-term basis also helps in monitoring of information against planning

Large Organizations

Usually such organizations are characterized by large scale of operations. Various criteria can be used for this purpose.

- Number of employees
- Amount of turnover
- Number of branches
- Profit size
- Value of assets
- Number of businesses the organization is working in

With such large size of organizations, management structure needs to be multi- tiered for efficient and strong control. This leads to formulation of many departments, management levels, designations, promotional opportunities and salary increments.

Example

Public companies

Information Requirements of Large Organizations

With such a large structure, it is inevitable that the detailed planning should be made for proper management control, for both short term and long term.

Performance measurement against plans / targets

Nature of the Business and Information Requirements

- Manufacturing Sector
- Service Sector
- Trading Sector

1. Manufacturing Sector

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

Information Requirements of Manufacturing Sector

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

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2. Service Sector

Final product is intangible, so information is critical at various steps, e.g. preparation, delivery and customer

satisfaction. Quality maintenance is an issue which requires structured reporting.

Information requirements of Service Sector

- Quality of service provided.
- Mode of delivery
- Customer Satisfaction
- Time Scheduling
- Resource Management

Trading Sector

Monitoring requires information for each product, e.g.

- Customer profiles
- Customer Comments
- Volume of sales
- Profitability
- Stock movements Manufacturing/Procurement Cycle
- Market needs

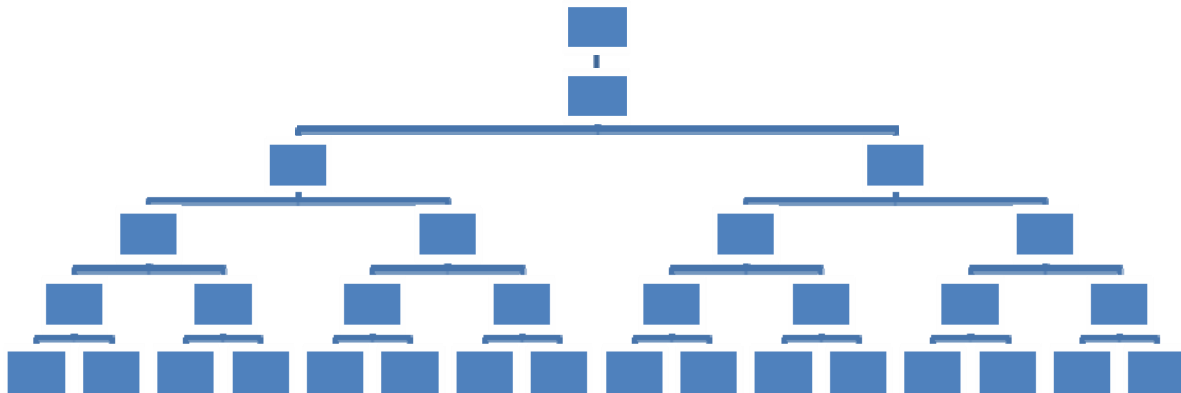
Nature of Business & Information Requirements

As the size of organization and scale of operations change, information requirements need to be adjusted for better monitoring to keeping things in control.

- Organizational structure
- Culture of the Organizations
- Management Style
- Decision Making Style

Hierarchical organization

- Low number of subordinates per supervisor
- Long chain of command
- Greater number of levels



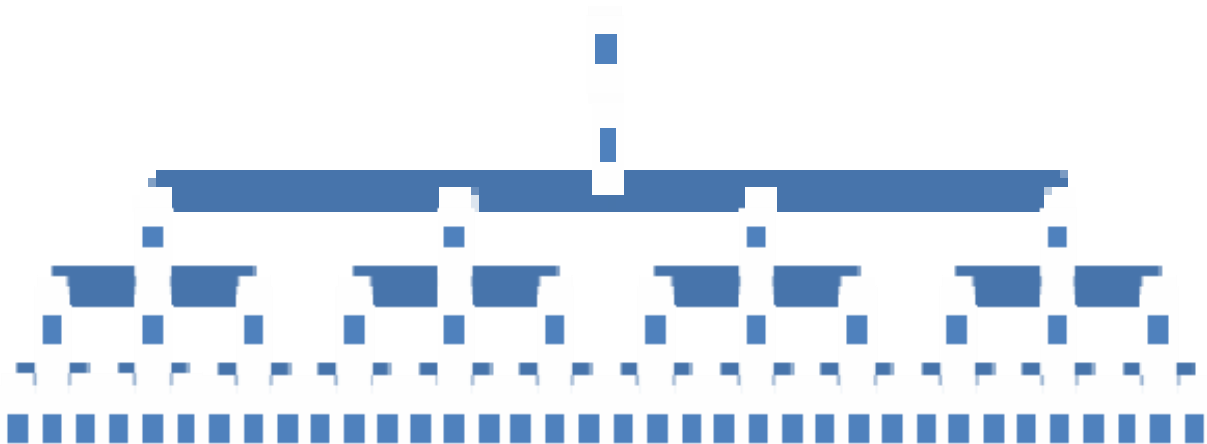
Flat

This structure is generally possible only in smaller organizations or individual units within larger organizations. When they reach a critical size, organizations can retain a streamlined structure but cannot keep a completely flat manager-to-staff relationship without impacting productivity. Certain financial responsibilities may also require a more traditional structure.

Some theorize that flat organizations become more traditionally hierarchical when they begin to be geared towards productivity.

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels
- Eliminates middle level managers
- Decentralizes authority to low level managers



Culture of the Organization

Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization. Organizational values are beliefs and ideas about what kinds of goals members of an organization should pursue and ideas about the appropriate kinds or standards of behavior organizational members should use to achieve these goals. From organizational values develop organizational norms, guidelines or expectations that prescribe appropriate kinds of behavior by employees in particular situations and control the behavior of organizational members towards one another.

Culture is set of Fundamental Assumptions that exist and grow with the organization. It's not publicly announced but spoken about within the organization. It is a combination of implicit values that keep the organization together. It is essential that the employees understand the culture-What drives the organization.

Management Styles

- Authoritative
- Participative
- Mixed

Authoritative

- An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management. Objectives and tasks are set and the workforce is expected to do exactly as required. The communication involved with this method is mainly downward, from the leader to the sub-ordinate critics such as Elton Mayo have argued that this method can lead to a decrease in motivation from the employee's point of view. The main advantage of this style is that the direction of the business will remain constant and the decisions

will all be similar, this in turn can project an image of a confident, well managed business. On the

other hand, subordinates may become highly dependent upon the leaders and supervision may be needed. Decisions are taken centrally by the senior management themselves and are enforced at all levels.

Participative

In a **Democratic** style, the manager allows the employees to take part in decision-making: therefore everything is agreed by the majority. The communication is extensive in both directions (from subordinates to leaders and vice-versa). This style can be particularly useful when complex decisions need to be made that require a range of specialist skills: for example, when a new computerized system needs to be put in place and the upper management of the business is computer-illiterate. From the overall business's point of view, job satisfaction and quality of work will improve. However, the decision-making process is severely slowed down, and the need of a consensus may avoid taking the 'best' decision for the business.

Mixed

The approach is a combination of both authoritative and participative style. Input from employees is taken and respected, final decision is taken by the senior management keeping in view the views given by the employees.

Decision Making Approach

- Structured

Procedures are predefined for solving routine repetitive problems

- Non-structured

When problems require individual judgment, evaluation and insight varying on case-to-case basis

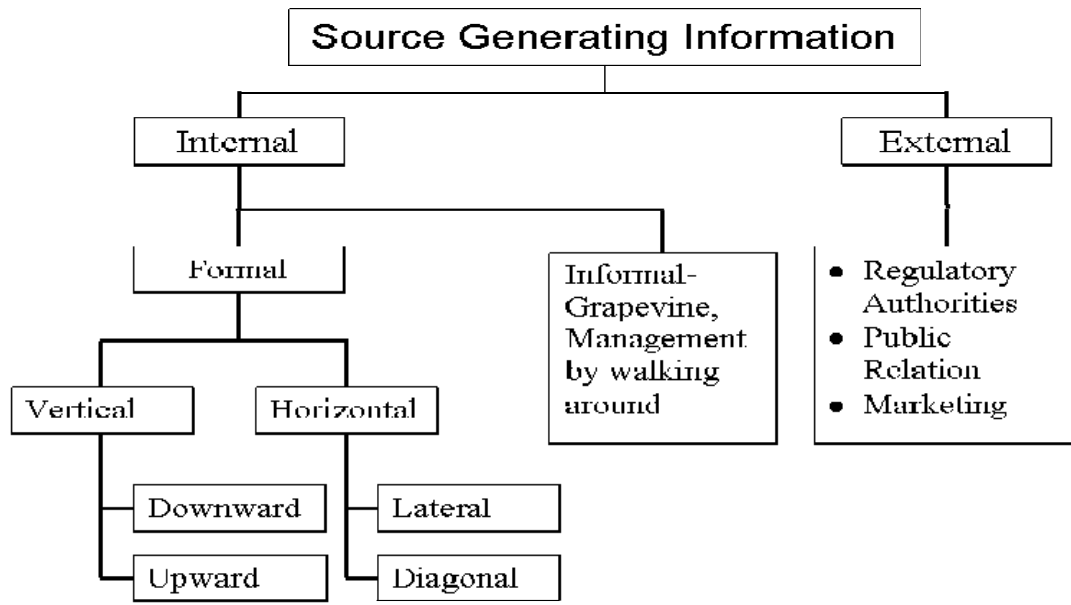
Sources of information in Organizations

There can be sources of information both internal and external to the organization. Following is a list of important sources.

Internal	External
• Staff meetings • Formal reporting systems • Project proposals • Research results • Employee Surveys • Persuasive interviews	• Loan applications • Purchasing agreements • Advertisement • Distribution Contracts

Table 4.1

Direction of Information Flow



Ideal Information Network in an Organization

- Periodically updated / continuously updated – the information should be updated so that whenever accessed, the user should be fully informed.
- Efficient Processing – data should not be kept unprocessed for long. Timely processing helps in effective decision making.
- Value driven – the information kept in a computerised system should add value to the user's knowledge.
- Audience Centred – every one should receive that part of information that is relevant to the user.

Conclusion

- Availability of timely and accurate information helps in proper decision making and meeting the organizational goals.
- Information should be tailored in accordance with the organization's culture and structure.

Effect of Changes in Environment

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Elements of Environment

It is a collective reference made to the following factors

- Legal
- Ethics
- Economic
- Social
- Technological

Legal

Rules and Policies and Legal Laws established by government effect the Business Environment Change in tariff rate may increase or decrease operation of the business.

Laws imposed to regulate business

- **Companies Ordinance 1984:** It is the Law under which a company performs its business activities.
- **Import Export regulations:** Government announces Import & Export Policy at the time of annual budget. Goods which are manufactured in the country is encouraged by levying high duties on imported goods and encouraged export.
- **International trade agreements e.g.**
- **European Union (EU):** A number of regional agreements have been signed by the EC and Pakistan such as:
- **World Trade Organization (WTO):** The World Trade Organization (WTO) is an international, multilateral organization, which was created as a result of the Uruguay round of discussion in 1994 to harmonic world trade. Various agreements between member countries has resulted in lowering import tariffs, bringing down protective trade barriers setting up anti dumping procedures and settlement methods. However it has failed to achieve any headway in getting member countries to eliminate subsidies provided to other agriculture sector by nearly all member states. As a result the WTO is currently faced with the threat of failure. The WTO trade and services arrangements effectively replaced the general Agreement on Trade Tariffs (GATT).
- **South Asia Free Trade Agreement (SAFTA):** The South Asia Free Trade Agreement (SAFTA) was agreed to among the seven South Asia countries that form the South Asian Association for Regional Cooperation (SAARC): Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka. SAFTA came into effect on 1 January 2006, with the aim of reducing tariffs for intraregional trade among the seven SAARC members. Pakistan and India are to complete implementation by 2012, Sri Lanka by 2013 and Bangladesh, Bhutan, Maldives and Nepal by 2015.

Economic

To make a profit without raising prices, the company turned to making simpler furniture designs and increasing its technological efficiency. Developments within the economy which may affect the business environment

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- Inflation rates:

Inflation rate is an indicator of economic growth of a country. Inflation rate in Pakistan is 6.1 percent.

- Bank Interest Rate:
- Availability of capital in the capital, in the capital/money markets
Capital/ Money market is access able for an Entrepreneur who starts business with his savings and with equity from capital/ money markets on favourable interest rate.
- Foreign Exchange rates between two currencies specifies how much one currency is worth in terms of the other. For example an exchange rate of 120 Japanese Yen to the Dollar means that ¥120 is worth the same as \$1. An exchange rate is also known as a foreign exchange rate, or FX rate.
- Consumer spending: Patterns of spending give a good picture of consumer behavior, showing various social, economic and marketplace trends at the household level. Consumer behavior is also revealed by decisions not to spend. For example, if enough people are involved, boycotting a company or a product (or even the threat of it) can be an effective way for consumers to make their opinions felt. Boycotting has brought about a number of changes in companies' social and business behavior, such as the development of certain voluntary codes. In fact, any consumer decision to stop buying a product can ultimately and substantially influence corporate strategies. New trends in the fast food industry's offerings are one example of the marketplace's responsiveness to consumers' willingness to walk away.
- Employment opportunities: Information Technology offers a variety of jobs. In the present era information technology is used in every field like, Banking, Medicine, Laboratories, Textiles, Scientific research etc.

Social

Changing demographic and social needs are impacting the business world. Corporations must address the issues pertaining to the changing needs and requirements to retain and enhance market positions. The internationalization of business brings greater pressure as variety of cultures, customs and practices need to be taken into account whilst conducting business. The employees are today more aware of their social needs whether these related to the work environment, behaviour, children education health, compensation or work hours. National interests and culture have to be considered while offering a particular product or service or exploiting the natural resources of a particular country.

This includes

- Demographic changes leading to changes in needs:
- Age Composition:
- Gender:
- Occupations
- Social norms
- Changing attitudes and perceptions
- Lifestyle
- Prosperity
- Availability of foreign brands/products

Technological

The most overwhelming change in the technology sector is rapid expansion of the internet as a place for doing business. The World Wide Web and other advances in information technology have changed the whole face of business.

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- **To produce desired products,** It is necessary for a business to stay in market to produce the goods according to the desire of the consumers. Due to the change in technology day by day innovations has been taken place. Competitors by using the technology reducing the cost and improving the quality.
- **To solve a problem,:** There are varieties of problems facing a business in the contemporary world. Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues etc.
- **To fulfill a need:** Information system must fulfill the needs of the business. An organization needs information of its customers, product, market trend, employee information, payroll, manufacturing cost etc. In time information helps the organization launch its product in time to maximize profit.
- The way products are developed and offered to the customers keeps changing thus affecting the business environment in which the organization works

Pressures/Challenges

The changes in business environment pose challenges on the organizations which need to be responded to. Following are the pressures

- **Competition for cheaper factors of production**
Cheaper factor of production is a challenge for the survival of a company in competitive market. Factors of production are basic elements of reducing manufacturing cost. Cheap and skilled labour Availability of raw material, infrastructure.
- **Changing workforces**
Lack of availability of skilled and experience force in market is a challenge for an organization. Continue change in work force is harmful for an organization.
- **Enhanced customer quality**
For the enhancement customer quality consistently provide innovative products, with outstanding customer service and help their customers achieve operational excellence. An Organization ability to provide outstanding product quality, service support, and their ability to enhance product quality, achieve shorter delivery times, reduce scrap, rework and reduced life cycle costs
- **Technological Obsolescence**
Technological obsolescence is the result of the evolution of technology: as newer technologies appear, older ones cease to be used. For example, new media for storing digital information rapidly replace older media and reading devices for these older media become no longer available. Newer versions of software constantly render older versions obsolete and the hardware required by this software also changes over time. Consequently, information which relies on obsolete technologies becomes inaccessible. Currently, it seems that the lifetime of digital storage media generally exceeds the life of the technology that supports it.
- **Information overload**
In recent decades, technology has so enhanced our ability to gather data that the sheer volume of data now outstrips our capacity to deal with it. Informatics is taking this seemingly unmanageable flood of data and transforming it into information that helps solve key problems in fields like medicine, genetics, chemistry, Internet security and engineering

Corporate social responsibility

Corporate social responsibility (CSR) is an expression used to describe what some see as a company's obligation to be sensitive to the needs of not only all of the stakeholders in its business operations but more importantly the community at large. It has been defined as:

“The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as the local community and society as large.”

Businesses are now seen as partners of the communities in which they may be located rather than simply as a profit making set up serving the needs of their stakeholders.

Corporate social responsibility incorporates the principle of sustainable development along with “triple bottom line reporting” reflecting not only financial results but also social and environmental impact of the business.

The CSR may be looked after by an independent department reporting directly to the board or may be a part of the business development or human resource department.

Ethics

Corporate or business ethics have attained vital importance in today's world. The issue not only addresses matters such as how those charged with governance and managing businesses take decisions but importantly the employee conduct and behaviour the corporations responsibility in terms of its image, product, branding, trade, business practices and compliance with not only national and regional but also international laws.

The huge number of financial and corporate scandals has moved the regulators to take suitable action. In Pakistan all listed companies particularly are required to follow the code of corporate governance.

Systems vs. Procedures

Procedure is a defined set of instructions aimed at describing how to proceed in achieving a pre-defined milestone/target. Systems have collection of predefined procedures related to each other in a sequenced logical manner in order to collectively achieve the desired results. The system & procedures in all kinds of environment are subject to internal controls and checks that are necessary to ensure the effectiveness of the same.

Purpose of Systems & Procedures

The basic purpose behind setting up systems and procedures is to make available information when required. But when procedures are organized in a logical manner to form systems, the value of information as an output of a system enhances. When technology is added to the system, scope of a system changes to include hardware, software and designs linked together in accordance with the procedures contained in that system to give a purposeful architecture.

Data & Information

Before defining what information systems are? I would like to once again differentiate between data and information. Data represents facts of any kind. Information is the processed form of data being verified and substantiated from various sources.

Example

100,000 is a figure which by itself does not add to the knowledge But

When we say 100,000 sales orders, it does add to our knowledge, hence is information.

Data & Information

Generation of relevant information is the objective of every information system. Now we would move fwd with the definition & necessity of information systems.

What are Information Systems?

Interrelated components working together to collect, process, store and disseminate information to support decision making, coordination control, analysis and visualization in an organization.

Manual Vs Computerised Information Systems

As advancement was made in every field of life, manual information systems were converted to computerized systems. In manual environment, the concept of transformation was difficult to apply, since input of data into records was by itself the output which also included simple computations. Concept of control mechanism grew stronger as computerized information systems emerged. Now the concept of Information system exists with the usage and benefits of Computers as an inevitable part.

What is Computer based Information System (CBIS)? www.vuaskari.com

CBIS is an Information System that uses computer & telecommunications technology to perform its intended tasks. In CBIS, Information technology (IT) becomes a subset of the Information system.

The terms **Information System (IS)** and **Computer Based Information System (CBIS)** with the extensive use of computers in almost every field renders it inevitable to think of an IS as CBIS.

Why Information Systems?

In modern age, there has been felt a growing need for the use of information systems. Let's take a look at what factors increased the importance of efficient information systems.

Emerging Global Economies

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination. Core business functions (manufacturing, finance and customer support) have been distributed in different countries. Coordination

Transforming Industrial Economies

Industrial economies have started merging as knowledge-and-information-based economies. Manufacturing activities being shifted to low wage countries. More opportunities are available in education, health care, banks, insurance firms and law firms. More knowledge and information intense products are being created. Higher commitment expected from customer e.g. overnight package delivery, world wide reservation systems.

Transformed Business Enterprise

The structure of business enterprise have also changed, initially the organizations used to be Hierarchical, Centralized, Structured following a Fixed Set of SOP's. However, now the organizations are moving towards more Flatter, Decentralized and Flexible structures. Information Technology makes it convenient and efficient to promote this new culture.

Emerging Digital Firms

Firms where all significant business process and relationships with customers and suppliers and employees are digitally enabled and key corporate assets are managed through digital firms. This results in rapid response with more flexibility to survive and getting more global.

Types of Systems

What are Systems?

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Example

Purchase & Sales System

Components of a system

Following are the important components of the system.

- Input elements
Raw Data input to the computer system
- Process
Computation, analysis, application of any model
- Output elements
Results of computation or analysis
- Control mechanism
Comparison of actual with expected
- Feedback system
Corrective action
- Objectives
Expected/Ideal output

Types of Systems

Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,
 - Input
 - Process
 - Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Closed Loop System

- Is a system where part of the output is fed back to the system to initiate control to change Either the activities of the system or input of the system

- Has the ability to control the output due to existence of

- Control Mechanism
- Feedback System
- Objectives

Example

Budgetary control system in a company by which

- The results are communicated through feedback system
- Results are compared with the objectives/budget through controls mechanism

Open Systems

- A system that is connected to its environment by means of resource flows is called an open system.
- The environment exerts influence on the system and the system also influences the environment.

Example

- Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.
- Computerized system of a manufacturing entity, that takes influence from the society.

Closed Systems

- A system that is not connected with its environment
- Neither environment exerts any influence on the system nor does system influence the environment.

Examples

- An information system designed to control data in a research laboratory is a closed system.
- An information system designed to record highly sensitive information is a closed system so as
- To accept no input for amendment
- To give no output for disclosure

Objective of Having Systems

- To subject a predefined amount of input (tangible, intangible) to predefined set of instructions in order to achieve an expected quality and amount of output.
- Effective and efficient utilization of resources

Level of Planning

There are three levels

- Strategic
- Tactical / Functional
- Operational

Strategic Planning

Is the formulation, evaluation and selection of strategies for the purpose of preparing a long-term plan of action to attain objectives.

Tactical/Functional Planning

Is the process by which managers assure the resources are obtained and used effectively and efficiently in the accomplishment of the organization's objectives?

Operational Planning

It is the process of assuring that the specific tasks are being carried out efficiently and effectively.

•

Functional Strategic Planning

Commitment by Firm's executives requires strategic planning for the following functional areas.

- Manufacturing resources
- Financial resources
- Human resources
- Marketing Resources
- Information Resources

Strategic Planning for Information Resources (SPIR)

When a firm embraces SPIR the strategic plans for information services and the firm are developed concurrently. Business strategy and IT related strategy should go hand in hand. The IT related strategy should be driven by business strategy and the former should support the achievement what's being mentioned in the latter. Any inconsistencies or deviations between the two should be removed and avoided. The investment in IT is costly and inflexible. Such investment is also monitored and controlled by the IT strategy. Hence any investment not supporting the business strategy would be futile.

Example

Business

strategy

Modify inventory system to fulfill orders quickly through relocating system to warehouse and efficient shelf picking.

IS strategy

To identify information resources needed for the successful implementation of business strategy.

Raw information is transformed at various points and value is added before passing onwards. Every step of processing should make the information stored more valuable.

Example

When customer order received, data punched into computerized system, which updates order list, customer records and store room records. When order has been served, customer orders are filed into records.

What are Systems?

A system is a group of elements that are integrated with the common purpose of achieving an objective. Organization having common goal for the achievement are functionally interactive units. All systems have inputs, outputs, and feedback, and maintain a basic level of equilibrium. For example, in the human body the heart functions to support the circulatory system, which is vital to the survival of the entire body.

Example

Purchase

System

A simple example can be given of a purchase and sales system. In a typical purchase system information related to purchase of materials is kept, for instance,

- Orders for the purchase of various materials
- Status of deliveries received against specific orders
- Changes in the order quantity, time, day or other information
- Quality inspection reports and whether they need to be communicated to the supplier
- Updated status report of stock
- Issues made out of the stock

All and more of information is required to be linked and provided in an organized way.

Components of a system

Every system comprises of basic components which in a coordination formulate a system. These are as follows.

- **Input elements**

The information entered into a system. For instance raw data input to the computer system.

- **Process**

Any specific treatment defined in the system to be performed on the data entered into the system, for instance, computation, analysis, application of any model.

- **Output elements**

The results given by the system after the process has been performed on the data being input to the system.

- **Control mechanism**

Every system is expected to generate some sort of standardized output. Hence actual output needs to be compared with what it is supposed to generate. This comparison of actual with expected output is done with the help of control mechanism.

- **Feedback system**

Once the control mechanism has been devised, it needs to a reporting mechanism, which should respond with a corrective action, if required.

- **Objectives**

We just mentioned that a control mechanism should compare actual output with expected/Ideal output. But before this is being done, there needs to be a list of specific

objectives which define expected output.

Types of Systems

- Open System

- Closed System
- Open loop System
- Closed loop system

Systems

Every system that is constructed is expected to generate some sort of output based upon the information fed into it. The output is expected to be used to evaluate system performance – whether the output complies with stated objectives of the system and generate instruction to change input to improve/change output. In this manner the system helps in establishing/re-defining:

- Objectives-What needs to be achieved
- Control Mechanism – Output Vs. Expected
- Feed back – Corrective Action

Types of System

The first issue therefore is to define the environment where the systems are required to be operated and the second issue is to describe the system itself. Let us look at some examples.

- Book Store
Open system – any and everyone is allowed to view and purchase the books available.
- School Library
Closed system – entry to the library is restricted to the students only.

Thus in an open system we refer to the connection it has to its environment by means of inflows and outflows of resources between the environment and organization. When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

- Example:

THE BOOK STORE may have:

- An Open loop – if customer feedback is not taken for the purchase of books for the store OR
- A Closed loop – if Customer feedback/interest is taken into account when selecting the books to be purchased and displayed in the store.

The SCHOOL LIBRARY may have:

- An Open loop – if students' feedback is not taken for the kind of books to be stocked in the library.
- A Closed loop – if students' interest is the determinant criteria for the kind of books that are to be carried out in the library.

For many years the computer profession and business have formed a partnership which operated under what can be termed as open-loop architecture. Advances in data warehouse technology and the Internet have enabled what can be termed as closed-loop architecture for the comprehensive usage in business of computers.

Open Loop System

In open-loop architecture, business decisions made by management have an impact in the marketplace,

and the impact of that decision is measured only indirectly by the company's computer systems. For example, if a bank decides to raise interest rates, the results of the decision impact the lenders, the present and future borrowers. The results are measured indirectly as loan applications increase or decrease. Another example can be given of an insurance company which decides to offer a new kind of insurance. The market expresses its approval or disapproval by buying or not buying the new insurance offering.

By measuring the response within the open-loop architecture, the marketplace response is quantified. In every case of an open-loop business / computer architecture, the impact of the corporate decision is felt indirectly through the reactions of the marketplace and is measured indirectly by the computer systems that are used by the company. Such interactions between the decision process and the measurement of the effectiveness of the decisions made can be called an open-loop decision environment. In an open-loop decision environment, there is no direct relationship between a corporate decision and a consequence, although there certainly is an indirect relationship. A big challenge in an open-loop business/computer architecture is that of measuring the consequences of the decisions made by the company. This is due to the fact that there is a time lag between the time the corporate decision has been made and the time when the marketplace gives its verdict on the decision.

Another difficulty is that in an open-loop environment, there may be factors other than the decision made by corporate management affecting the results achieved in the marketplace. Trying to measure precisely the effect of management's decisions is an imprecise science at best. Trying to quantify the impact of management's decisions in an open-loop environment is difficult in every case. For Example take the case of a soft-drinks company. It has no idea of the identity of its ultimate consumer. They deal through distributors who for them is the final customer and not the man on the street who actually buys the soft drink from the retailer. The feedback on the product, pricing or any other matter related to the product would be provided by the distributor and not the final consumer. Open-loop decision making is for mass marketing companies. Companies that really don't know who their customers are employ open-loop decision making.

Closed Loop System

Feedback is an integral part of the closed loop system. The corrective action as a response to the output requires two other components

- Control Mechanism – Variance Analysis
- Objectives – Predefined expected output from the system

Closed loop system is a system where part of the output is fed back to the system to initiate control to change either the activities of the system or input of the system. In a closed-loop decision environment, the impact of decisions can be measured very precisely. In a closed-loop decision environment, management makes a decision, the computer system singles out exactly to whom the decision applies and a direct action is taken as a result of the decision. The response to the action can then be measured on a case-by-case basis. The results of the management decision can be measured quickly and directly.

As an example of a closed-loop decision environment, suppose a department store can use its data warehouse to determine who has made purchases of more than Rs. 15000 in the past year. Once that information is collected, those customers can be offered a personalized credit card. In such a manner, management can measure the effect of the decision quickly and very

accurately.

Another example can be given where management selects all customers who have shown an interest in James Bond movies. The data about such an interest, is stored in a database. If those customers are offered a new James Bond t-shirt at a discount price, the results of the promotion can be accurately and quickly calculated.

With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process. The ability to make this assessment is very valuable. Let us illustrate the usage of the systems through an every day example. Take any international sports event: Olympics, soccer, cricket, tennis, every event is commercialised. To catch the interest of every individual, highly integrated information systems are used. For instance

- To sell tickets
- To advertise
- Sports accessories
- To set up a system for commentators to extract information for instant analysis for viewers
- Comparative Scores
- Projected Scores
- Team Performances
- Match Performances

All of the above requirements are not possible without the availability of an information system which serves the information requirements of all the interested in a timely fashion. The system has to be intelligent system capable of performing necessary tasks and providing the requisite output.

Attributes of an IS/CBIS

The attributes an Information System should have, to be worthy of being used by an organization for meeting its information requirements. Although information requirements may vary from organization to organization, however common premise is quite the same for many.

- Efficient Processing, including query time
- Large Storage Capacity
- Reduced information Load
- Cross-functional boundaries
- Competitive Tool
- Electronic Document Management/Paper Free environment

Let's consider each of these one by one.

Efficient Processing

Every transaction affects our records in a number of ways. CBIS helps in updating every change being triggered in less time and with less effort.

Large Storage Capacity & Instant Access

Efficient and effective decision making requires two aspects

- Availability of processed corporate data – occurrence of every event relating to a company affects policy making and implementation, thus recording and processing of every data results in huge amount of information
- Instant access to right chunk of information presented in comprehensible format – both the above requirements are easy to handle when a well structured information system is in place.

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Reduced Information Load

With such huge amounts of information available, managers can feel overloaded, hence taking more time in

decision making. CBIS/IS help to tailor loads of information w.r.t. every manager's requirements. The way information is presented can also save time for decision making. Hence, report formats can be tailored in accordance with the nature of problem being faced.

Cross-Functional Coordination

There are various functions in an organization that need to be managed.

- Manufacturing
- Purchasing
- Warehousing
- Marketing
- Accounts
- Finance
- Human Resource

In every transaction, every department has its own share of responsibility. Thus uncoordinated effort by every department won't help in achieving the successful completion of transaction and meeting commitments. CBIS help in keeping an updated record for easy access by every department in an organization.

Example

A customer order is received by Sales/Marketing department. Record for customer profitability and recovery pattern are also kept by sales dept.

- Manufacturing requires
 - Customer order in quantitative terms
 - Raw material availability for production
 - Time available for delivery
 - Procurement schedule
 - Accounts require an intimation the delivery is made along with the sales invoice
 - Customer wants the status of its/his/her order

Competitive Tool

Businesses invest to earn profits or for other non-profit based objectives. There seems no point in pouring in Co.'s hard earned money on IS if they don't add to the quality and value of information. Hence CBIS/IS can and should work to enhance the competitive advantage for the organization.

Paper Free Environment

- Information overload enhances paper work.
- Maintenance of records in hard form has always proven to be a cumbersome task.
- An IS/CBIS should be efficient enough to properly manage documents electronically.
- Customer orders met through Virtual Private Networks and intranets (to be discussed later).
- Payments made through Electronic payment system.
- Report generation and record analysis gets convenient and easy.

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Conclusion

Hence an Information System / Computer Based information system should help an organization in achieving the above mentioned goals. If put differently, an organization should not proceed with the implementation of an IS unless it helps in achieving the above goals.

Infrastructure

Infrastructure, generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure. It usually applies only to structures that are artificial. The term is used differently in a variety of fields; perhaps the single most well-known usage is in economics, where it refers to physical infrastructure such as buildings and roads.

The notion that a structure has an internal framework is popular especially in business organizations where a dependency on interconnected information technology systems has become as prevalent as a city's dependency on interconnected conveyance systems for power, people and things. Information infrastructure consists of the physical facilities services and management that support all computing resources in an organization. There are five major components of infrastructure

- Computer hardware
- General purpose software
- Networks & communication facilities
- Databases
- Information management personnel
- Each of these components is designed in such manner to collectively meet the needs and objectives of the organization.

The infrastructure will include

- The detailed configuration of the hardware
- Design of the operating system,
- Documentation of the operational and application software, and
- Documentation on how to technically manage and operate the entire system
- Infrastructure also includes the integration, operation, documentation, maintenance and management the components as defined in infrastructure.
- It is guideline to how specific computing resources are arranged, operated and managed.

Architecture

Architecture more specifically is related to defining the information needs and how these will be obtained through the various application software modules. Architecture is the “Blueprint” that provides the conceptual foundation for building information infrastructure and specific applications. It is a way of mapping information requirements and resources. Architecture covers following components:

- The business needs of the information
- Existing planned www.vuaskari.com information infrastructure and applications in the organizations.

9.1.1 Information Architecture

In context of web design Information (Or design for related media Information). Architecture is defined by the Information Architecture Institute as

1. The structural design of shared information environments.
2. The art and science of organizing and labeling web sites, intranets, online communities and software to support usability.
3. An emerging community of practice focused on bringing principles of design and architecture to the digital landscape.

An alternate definition of Information Architecture exists within the context of information system design, in which information architecture refers to data modeling and the analysis and design of the information in the system, concentrating on entities and their interdependencies. Data modeling depends on abstraction; the relationship between the pieces of data is of more interest than the particulars of individual records, though cataloging possible values is a common technique. The usability of human- facing systems, and standards compliance of internal ones, is paramount.

The term information architecture describes a specialized skill set which relates to the management of information and employment of informational tools. It has a significant degree of association with the library sciences. Many library schools now teach information architecture.

Components/Sub-Systems of CBIS

Following are the components /subsystems of CBIS

- Transaction Processing System
- Management Information System
- Support Systems
- Office Automation System
- Decision Support System
- Knowledge System
- Executive Support System

Let's consider them one by one.

Transaction Processing System

This system is used to record transactions of routine and repetitive nature. For Instance

- Defining the transaction recording structure
- Placing customer orders
- Billing customers

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- Other basic business transactions

Features

- It is a repetitive number crunching system.
- Today the transaction processing systems are more sophisticated and complex but spirit is same, that is to record routine business transactions, irrespective of their complexity, so as to help in analysis and report generation at a higher level.
- Help to cater needs for operational level management.
- Rapid Response

Fast performance with a rapid response time is critical. Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less.

Reliability

- Many organizations rely heavily on their TPS; a breakdown will disrupt operations or even stop the business. For a TPS to be effective its failure rate must be very low. If a TPS does fail, then quick and accurate recovery must be possible. This makes well-designed backup and recovery procedures essential.

-

Inflexibility

- A TPS wants every transaction to be processed in the same way regardless of the user, the customer or the time for day. If a TPS were flexible, there would be too many opportunities for non-standard operations, for example, a commercial airline needs to consistently accept airline reservations from a range of travel agents, accepting different transactions data from different travel agents would be a problem.

Controlled processing

- The processing in a TPS must support an organization's operations. For example if an organisation allocates roles and responsibilities to particular employees, then the TPS should enforce and maintain this requirement.

Data Processing Tasks

- Major data processing tasks which a TPS is expected to perform are
- Data identification and Gathering – keying in the data or obtaining it directly from machines by providing suitable interface
- Data manipulation/Analysis – refers to transformation of data into information
 - Classifying
 - Sorting
 - Calculating
 - Summarizing
- Data storage – data is kept somewhere in a sequenced manner until when needed.
- Document Preparation – output for managers as reports or as input to other systems.

- Goals a TPS is supposed to achieve are predefined and highly structured, for instance

- Checking a customer's credit limit every time an order is received
- Checking inventory level before accepting an order
- Payroll generation on monthly basis

Management Information System

MIRS makes information available to relevant users by producing pre-determined and pre-designed reports required by the management. Management information system helps middle level management planning, controlling and decision making. The data stored can be used or manipulated to produce differently defined reports from pre-defined reports. It can be presented graphically or pictorially. The reports generated by the MIS are used for analytical decision making by the management. The application software can construct projections, build scenarios, do what if analysis to enable better decision making.

For Example

MIS will use the TPS data to generate monthly and weekly summaries as per requirement (product, customer and salesperson. Major purpose is report generation. We would discuss major types of reports.

- Periodic reports—daily, weekly, monthly, annually, format is predefined and structured for convenience.
- Special – Management by Exception reports only when a special event occurs which needs to be monitored. For instance
- Report sequence to highlight- fast moving & slow moving
- Group the exceptions together – Aged accounts receivable
- Show variance from the norm – Sales analysis report

Support Systems

Seeing the benefits of MIS for middle level managers, Computerised systems have been devised for other employees in the organization to help them complete their work efficiently and effectively.

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For Instance

- Word processing
- Desktop publishing
- Imaging & Web publishing
- Electronic calendars – manager's appt. calendars
- Email
- Audio & video conferencing – establishing communication between geographically dispersed persons.

Decision Support Systems

Before moving forward with the concept of decision support system, we would take a look at the definition of MIS

“An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization.”

(Prof. Gordon Davis University of Minnesota)

Four Criteria for designing models and systems to support management decisions making were laid down by J.D.C. Little. These were

- Robustness
- Ease of Control
- Simplicity
- Completeness of relevant detail

Decision Support Systems was defined by Bill Inmon, father of data warehouse, as

“a system used to support managerial decisions. Usually DSS involves the analysis of many units of data in a heuristic fashion. As a rule, DSS processing does not involve the update of data”

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Heuristic simply means a particular technique of directing one's attention in learning, discovery or problem solving. It assists in non-routine decision making process due to powerful analytical abilities.

For Instance

For any scenario all the related factors with their ranges of variability are entered into DSS, which helps guide managers for any new scenario that emerges. DSS can stimulate innovation in decision making by helping managers to existing decision making procedures.

An example of Decision Support System

An outfit store maintains ready made garments and stitched clothes for various classes of society. Due to fluctuating changes in fashion trends, pre-seasonal planning becomes critical.

- A Planning and forecasting software can be used by management to
- Measure customer reactions to re-pricing
- When to initiate clearance sales for old stock
- Deciding about discount percentages
- When to order new stock for the season

Functionalities of MIS and DSS

Sr. No.	MIS	DSS
1	Provides information on monitoring and controlling the business.	Helps in non routine decision making.
2	Fixed and regular reports are generated from data kept in TPS.	Users are not linked with the structured information flows.
3	Report formats are predefined.	Greater emphasis on models, display graphics & ad hoc queries.
4	User is part of the system	DSS is a small part of users' actions.
5	Controlled by IT Dept.	Directly used by middle level managers

Table 10.1

Types of DSS

DSS, may either be

- Model Driven DSS
- Data Driven DSS

Model Driven DSS

Model driven DSS uses following techniques

- What-If analysis

Attempt to check the impact of a change in the assumptions (input data) on the output.

proposed solution

e.g. What will happen to the market share if the advertising budget increases by 5 % or 10%?

- Goal Seek Analysis

Attempt to find the value of the inputs necessary to achieve a desired level of output. It uses “backward” solution approach

e.g. a DSS solution yielded a profit of \$2M. What will be the necessary sales volume to generate a profit of \$2.2M?

These are primarily stand alone systems isolated from major organizational information systems (finance, manufacturing, HR, etc). They are developed by end users and are not reliant on central information systems control. These systems combine

- Use of a strong model, and
- Good user interface to maximise model utility

They are not usually data intensive, that is very large data bases are usually not need for model-driven DSS. They use data and parameters usually provided by decision makers to aid in analyzing a situation.

Data Driven DSS

As opposed to model driven DSS, these systems use large pools of data found in major organizational systems. They help to extract information from the large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

- They use following techniques for data analysis
- Online analytical processing, and
- Data mining

Components of DSS

There are two major components

- DSS data base – is a collection of current and historical data from internal external sources. It can be a massive data warehouse.
- Decision Support Software system – is the set of software tools used for data analysis. For instance
 - Online analytical processing (OLAP) tools
 - Data mining tools
 - Models

Data Warehouse

- A data warehouse is a logical collection of information
- It is gathered from many different operational databases used to create business intelligence that

supports business analysis activities and decision-making tasks.

- It is primarily, a record of an enterprise's past transactional and operational information, stored in a database designed to favour efficient data analysis and reporting.

- The term data warehouse generally refers to the combination of many different databases across an entire enterprise.
- Data warehouses contain a wide variety of data that present a coherent picture of business conditions at a single point in time.
- Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

Data Mart

Data warehouses can become enormous with hundreds of gigabytes of transactions. As a result, subsets, known as "data marts," are often created for just one department or product line. Data Warehouse combines databases across an entire enterprise. However, Data Marts are usually smaller and focus on a particular subject or department or product line.

Following are the common techniques through which a data warehouse can be used.

Online Analytical Processing (OLAP)

Decision support software that allows the user to quickly analyze information that has been summarized into multidimensional views and hierarchies. The term online refers to the interactive querying facility provided to the user to minimize response time. It enables users to drill down into large volume of data in order to provide desired information, such as isolating the products that are more volatile from sales data. OLAP summarizes transactions into multidimensional user defined views.

Data Mining

Data mining is also known as Knowledge-Discovery in Databases (KDD). Put simply it is the processing of the data warehouse. It is a process of automatically searching large volumes of data for patterns. The purpose is to uncover patterns and relationships contained within the business activity and history and predict future behavior. Data mining has become an important part of customer relationship management (CRM).

The data mining procedure involves following steps

- Exploration – includes data preparation which may involve filtering data and data transformations, selecting subsets of records.
- Model building and validation – involves the use of various models for predictive performance (i.e., explaining the variability in question and producing stable results across samples). Each model contains various patterns of queries used to discover new patterns and relations in the data.
- Deployment – That final stage involves using the model selected as best in the previous stage and applying it to new data in order to generate predictions or estimates of the expected outcome.

Example of Data Mining

Consider a retail sales department. Data mining system may infer from routine transactions that customers take interests in buying trousers of a particular kind in a particular season. Hence, it can make a correlation between the customer and his buying habits by using the frequency of his/her purchases. The marketing department will look at this information and may forecast a possible clientele for matching shirts. The sales department may start a departmental campaign to sell the shirts to buyers of trousers through direct mail, electronic or otherwise. In this case, the data mining system generated predictions or estimates about the customer that was previously unknown to the company.

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“A model is an abstract representation that illustrates the components or relationships of a phenomenon.”

Models are prepared so as to formulate ideas about the problem solutions that is allowing the managers to evaluate alternative solutions available for a problem in hand.

Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Physical Models

- Physical models are three dimensional representation of an entity (Object / Process). Physical models used in the business world include scale models of shopping centres and prototypes of new automobiles.

The physical model serves a purpose that cannot be fulfilled by the real thing, e.g. it is much less expensive for shopping centre investors and automakers to make changes in the designs of their physical models than to the final product themselves.

Narrative Models

The spoken and written description of an entity as Narrative model is used daily by managers and surprisingly, these are seldom recognized as models.

For instance

All business communications are narrative models

Graphic Models

These models represent the entity in the form of graphs or pictorial presentations. It represents its entity with an abstraction of lines, symbols or shapes. Graphic models are used in business to communicate information. Many company's annual reports to their stockholders contain colourful graphs to convey the financial condition of the firm.

For Instance

Bar graphs of frequently asked questions with number of times they are asked.

Mathematical Models

They represent Equations / Formulae representing relationship between two or more factors related to each other in a defined manner.

Types of Mathematical Models

Mathematical models can further be classified as follows, based on www.vuaskari.com

- Influence of time – whether the event is time dependant or related
- Degree of certainty – the probabilities of occurrence of an event

- Level of optimization – the perfection in solution the model will achieve.
Hence use of right model in decision support software is critical to the proper functionality of the system.

Group DSS

When people responsible for decision making are geographically dispersed or are not available at a place at the same time, GDSS is used for quick and efficient decision making. GDSS is characterized by being used by a group of people at the same time to support decision making. People use a common computer or network, and collaborate simultaneously.

An electronic meeting system (EMS) is a type of computer software that facilitates group decision-making within an organization. The concept of EMS is quite similar to chat rooms, where both restricted or unrestricted access can be provided to a user/member.

DSS vs. GDSS

DSS can be extended to become a GDSS through

- The addition of communication capabilities
- The ability to vote, rank, rate etc
- Greater system reliability

Knowledge / Intelligent Systems

Before we proceed with defining these systems, first we should have clear concept of Knowledge Management. The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called Knowledge Management. Hence the systems that aid in the creation and integration of new knowledge in the organization are called knowledge systems.

There are two questions

Who are they built for?

This refers to defining the knowledge workers for whom the knowledge system is being built. The term

refers to people who design products and services and create knowledge for an organization. For instance Engineers

Architect

s

Scientists

- Knowledge systems are specially designed in assisting these professionals in managing the knowledge in an organization.

What are they built for?

Every knowledge system is built to maintain a specific form of knowledge. Hence it needs to be defined in the start, what the system would maintain. There are major types of knowledge.

- Explicit knowledge – Structured internal knowledge e.g. product manuals, research reports, etc.
- External knowledge of competitors, products and markets

- Tacit knowledge – informal internal knowledge, which resides in the minds of the employees but has not been documented in structured form.

Knowledge systems promote organizational learning by identifying, capturing and distributing these forms of knowledge

Knowledge Support Systems (KSS) / Intelligent Systems

These systems are used to automate the decision making process, due to its high-level-problem-solving support. KSS also has the ability to explain the line of reasoning in reaching a particular solution, which DSS does not have.

Intelligent Systems

Knowledge systems are also called intelligent systems. The reason is that once knowledge system is up and running, it can also enable non experts to perform tasks previously done by experts. This amounts to automation of decision making process i.e. system runs independently of the person making decisions.

Artificial Intelligence

“Artificial intelligence is the ability of a machine to replicate the human thought processes. The way humans proceed to analyze a problem and find appropriate solutions, similarly computers are geared up to follow human logic to solve problems.”

These knowledge-based applications of artificial intelligence have enhanced productivity in business, science, engineering, and the military. With advances in the last decade, today's expert systems clients can choose from dozens of commercial software packages with easy-to-use interfaces.

The most popular type of intelligent systems is the Expert System.

Expert System

An expert system is a computer program that attempts to represent the knowledge of human experts in the form of Heuristics. It simulates the judgment and behaviour of a human or an organization that has expert knowledge and experience in a particular field.

Examples are

- Medical diagnosis,
- Equipment repair,
- Investment analysis,
- Financial, estate and insurance planning,
- Vehicle routing,
- Contract bidding

Heuristics

Heuristic is the art and science of discovery and invention. The word comes from the same Greek root as "eureka", which means "I have found it". A heuristic is a way of directing your attention fruitfully. It relates to using a problem-solving technique, in which the most appropriate solution is found by alternative methods. This solution is selected at successive stages of a program for use in the next step of the program.

Components of an Expert System

There are four main components of Expert systems

- User Interface: to enable the manager to enter instructions and information into an expert system to receive information from it.
- Knowledge Base: it is the database of the expert system. It contains rules to express the logic of the problem.
- Inference engine: it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.
- Development engine – it is used to create an expert system.

Neural Network

Hardware or software that attempt to emulate the processing patterns of the biological brain. It is a device, modeled after the human brain, in which several interconnected elements process information simultaneously, adapting and learning from past patterns.

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into the hardware in the form of generalized capability to learn.

Fuzzy Logic

The word Fuzzy literally means vague, blurred, hazy, not clear. Real life problems may not be solved by an optimized solution. Hence allowance needs to be made for any imperfections which may be faced while finding a solution to a problem. Fuzzy logic is a form of algebra employing a range of values from "true" to "false" that is used in decision-making with imprecise data, as in artificial intelligence systems. It is a rule based technology that tolerates imprecision by using non specific terms/ imprecise concepts like "slightly", "quite" and "very". to solve problems. It is based on the Possibility theory, which is a mathematical theory for dealing with certain types of uncertainty and is an alternative to probability theory.

Executive Support Systems (ESS)

This Computer Based Information System (CBIS) is used by senior managers for strategic decision making. The decisions at this level are non-routine and require judgment and evaluation. They draw summarized information from internal MIS and Decision Support Systems. These systems deal with external influences on an organization as well.

- New Tax laws
- Competitors
- Acquisitions, take-overs, spin offs etc.

They filter, compress and track critical data so as to reduce time and effort required to obtain information useful for executives. They are not designed to solve specific problems. They are generalized to be capable of dealing with changing problems. Since executives have little contact with all levels of the organization, ESS uses more graphical interface for quick decision making.

ESS vs. DSS

ESS implies more of a war room style graphical interface that overlooks the entire enterprise. A decision

support system (DSS) typically provides a spreadsheet style "what if?" analysis capability, often for only one department or one product at time.

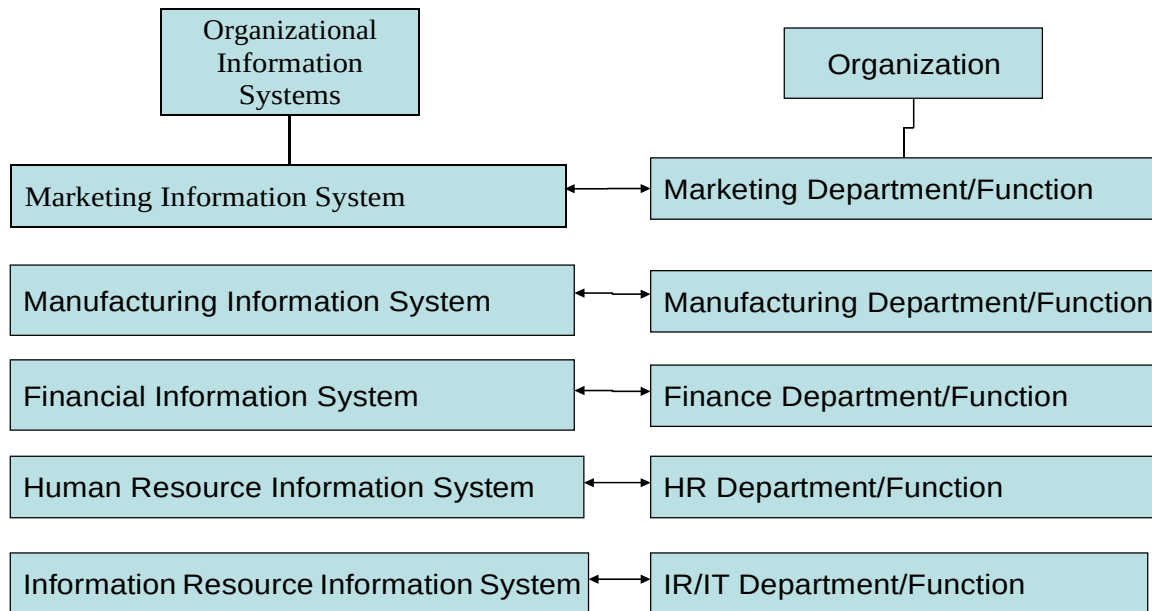
LESSON 12

CBIS from Functional View Point

CBIS can be divided into subsystems based on how the users are grouped in the organization. This grouping of users is in terms of related tasks that are performed. These conceptual systems are mirror images of physical systems that are present. These systems are collectively called Organizational Information systems (OIS).

Organizational Information Systems (OIS)

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent. All functional systems should work together for problem solving since each system specialises in specific domain of information.



Marketing Information Systems (MKIS)

MKIS is a type of Information System that helps the firm to achieve following objectives:

- Identification of customers for firm's products and services.
- Development of those products and services to meet customers' needs
- Promotion of the products and services, and
- Provision of after sale customer support

Types of Marketing Information

Every information system is designed to capture some sort of information. Information requirements need to be defined before the systems are made. While designing marketing

information system, following types of information should be designed.

- Marketing Intelligence – information flowing from environment into the environment
 - Internal Information – gathered within the firm
 - Marketing Communication – Info flowing from firm to external environment
- An MKIS help in proper management and dissemination of all three kinds of information.

Benefits of Marketing IS

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been upto is also a critical marketing information. This should not be taken as espionage on competitors.
3. Forecasts of demand is also a critical part of marketing analysis. MKIS helps in achieving this as well.
4. Field sales can also be monitored where sales agents are used to market products.
5. Customers can be quickly updated based on their information kept in MKIS.
6. Dealers involved in sale of product can also be monitored to help enhance revenue.s

Management Levels in MKIS

MKIS should cater for information requirements at each level, for instance

Strategic Level

1. Formulation of new sales products, and identifying new sales opportunities.
2. Planning support for new products and services
3. Monitoring competitors

Knowledge Level

1. Market analysis based on demographics and customer behaviour

Management level

1. Sales performance analysis is required to monitor how to enhance sales and address related issues.
2. Sales staff analysis is important to see how much of the sales portion has been contributed by each of the employees.

Operational Level

1. Taking comments from customers for measuring satisfaction is a responsibility of the managerial level.
2. Tracking sales, processing orders and customer support

New Dimensions in MKIS

Through extensive use of computers in marketing field, newer concepts are emerging in marketing field, which are revolutionising the way customers were dealt with.

- Customer Relationship management (CRM)
- Sales Force Automation (SFA)
- Call Centres

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- Businesses increasingly talk about fostering relationships with their customers. This is important because some modern businesses have literally millions of customers. Hence keeping personal touch with every individual customer is getting difficult to achieve.
 - Companies are clearly eager to nurture relationships with their customers. Businesses need to understand the extent to which consumers want to engage with their brands. For some businesses there is
 - Either a strong natural need – banks
 - Or an emotional attachment – Fashion retailer, car manufacturer

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives
- CRM is a business strategy that goes beyond increasing transaction volume.
- Its objectives are to increase profitability, revenue, and customer satisfaction.
- To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.
- Thus, CRM is primarily a strategic business and process issue rather than a technical issue.

Reasons for adopting CRM

- Customers now prefer to execute transaction in an electronic environment through online-trading. Also the establishment of customer services centers has also removed the inconvenience to access vendor's physical locations.
- Due to absence of physical contact, companies are curious to keep a soft touch in an efficient manner. This requires keeping a customer-wise online track of past correspondence and transactions.
- CRM reduces cost of sales and distribution by
 - Targeting advertising to customers to increase the probability that an offer is accepted.
 - Using web applications to decrease the number of direct sales people and distribution channels needed
 - Managing customer relationships rather than manage products (a change in marketing)
- CRM minimize customer support costs by
 - Making information available to customer service representatives so they can answer any

query

- Automating the call centre so that representatives have direct access to customer history and preferences and therefore can cross-sell

Key CRM Tasks

- Customer Identification -- Identifying customer through
 - Marketing channels,
 - Transactions,
 - Interactions overtime,
- Customer Differentiation – Segregating customers, with respect to.
 - Their lifestyles
 - Attitudes
 - Perception about Co.'s products
- Customer Interaction – Efforts made to retain customers for long-term profitability and relationship.
- Customization / Personalization
“Treat each customer uniquely” is the motto of the entire CRM process. Through the personalization process, the company can increase customer loyalty.

CRM Issues

- **Customer Privacy**
Customer privacy is an important issue in CRM. CRM deals with large amounts of customer data through various touch points and communication channels. The individual firm is thus caught in an ethical dilemma – collecting as much information as possible but still respecting limits for personal privacy.
- **Software issues**
There is little standardized technologies and protocols for CRM implementation in the market. Vendors publish new versions of CRM software as frequently as they can thus adding to client's expenses. CRM software requires highly integrated environment for high productivity, which is rarely available.

Sales Force Automation

It automates some of the company's critical sales and sales force management functions, for example,

- Customer account management,
- Forecasting sales,
- Sales administration,
- Keeping track of customer preferences,
- Sales staff performance

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SFA empowers the sales force to close deals at the customer's office and to configure marketing strategies at home. SFA is providing tools for very highly evolved sales organizations, organizations that are basically

marketing machines.

Call Center

Due to its direct contact with customers, call center is widely gaining popularity. It refers to a department within a company or a third-party organization that handles telephone sales and/or service. Call centers use automatic call distributors (ACD's) to route calls to the appropriate agent. In addition to a call centre, collective handling of letters, faxes, and e-mails at one location is known as a contact centre. As computers gain more and more involvement in marketing field, presence of a highly efficient and integrated call center has become inevitable. Call centers should have direct access to every customer's track record so as to help them handle queries in an efficient manner. Modern day call centers, record the telephonic conversation with the customers, extract a summary of it, and display it every time the customer calls so as to help attendant review entire record.

Call Center-Challenges

Call centre agents are challenged daily to navigate disparate, non-integrated applications as they attempt to resolve customer service requests. The call centre should offer an integrative solution so that customers can be responded efficiently. Call center should help cut long processing times which add to customer frustration and dissatisfaction with the company.

Manufacturing Information Systems

It is an information system which deals with the

- Planning, development and maintenance of production facilities
- Establishment of Production goals
- Availability of production materials
- Scheduling

Management Levels in Manufacturing Information

System Strategic level

1. Locating new plant which can save cost
2. Investment in new manufacturing technology

Knowledge Level

1. Distribute knowledge to drive the production process
2. Innovating new forms of manufacturing processes

Management level

1. Monitoring production costs and resources

Operational Level

1. Status of production tasks

Organizational Structure

Departments are structured based on the set of related responsibilities. The set of responsibilities being discharged set the tone and structure of that department. The complexity and diversity of these responsibilities also affect how departments are set in an organization.

Existence of Functional departments in every organization vary with the nature of industry and the nature of products/services being offered

Certain departments may not exist in an organization, for instance financial sector (banking, leasing companies) and travel agencies do not incorporate the concept of manufacturing as they belong to the services sector.

Let's take a look at different departments in different industry segments in order to better understand the concept.

Financial Sector

The departmental structures are different in banking and financial sector. This in turn becomes the basis of design and development of functional information systems. Banks commonly have following departments

- Treasury
- Advances
 - Trade Finance
 - Corporate Finance
 - Consumer Banking
- Deposits
- Customer Services
 - Lease
 - Credit Card
 - Debit card
- Operations

Requirements of Information Systems and procedures of financial analysts, investment houses, brokerage houses, leasing companies will depend on their differing functions and needs.

Air Line Industry

Various departments may be

- Flight Operations department
 - Flight scheduling department
 - Cockpit crew department
 - Cabin Crew department
- Engineering department – engine maintenance
- Ground Support – air craft handling department

- Catering
- Internal audit

- Accounts & Finance
- Sales – ticketing, E-ticketing, agents
- Marketing
- Store – engines, maintenance and repair accessories

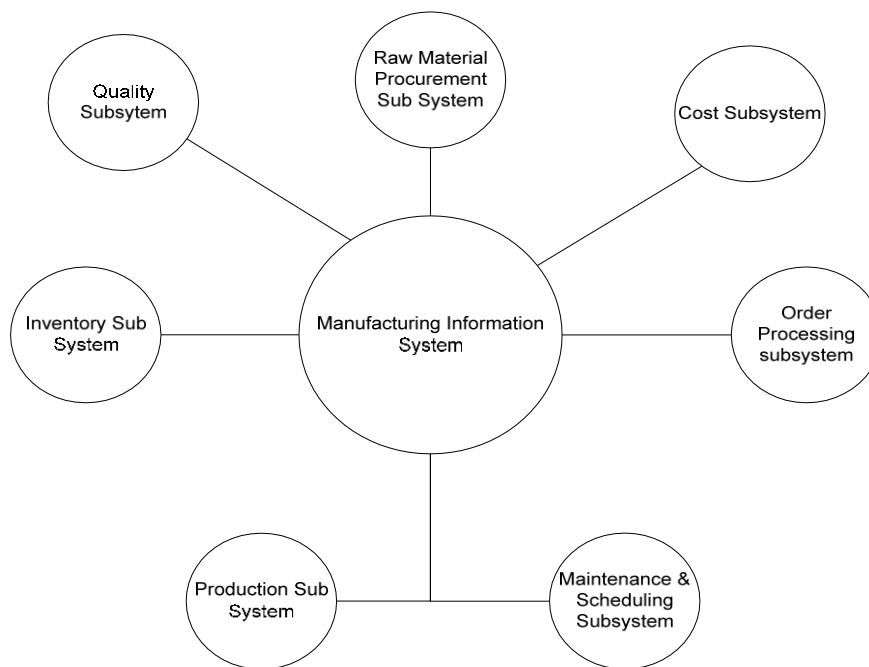
These departments and their needs determine the design of information systems they require.

As shown in the above two examples, the constitution of departments in both banking institutions and air travel industry vary to a large extent.

Manufacturing Information System

The information needs were and are always there. Information systems used to exist when computerised environments were not available. Automation has enhanced the availability of information.

Every industry has its own departmental structure which gives rise to a different set of sub-systems as part of the information system. Here we would consider the sub-systems of a manufacturing system only. Following are the sub-systems of an information system.



Raw Material Procurement Sub-System

This is the commencement of the manufacturing process. Some might think of procurement as a simple purchasing process like any other commodity but the spirit of having an all-embracing

raw material procurement sub-system is simply more than that.

Parameters of Raw-material Procurement

Like with every system, there has to be a list of minimum specifications which every system or subsystem has to cover. Purchasing logistics of an entity critically affect time to market and other quality related issues. Issues like selection of suppliers, choice between local purchase or import and delivery time taken by the supplier. All these concerns are met and dealt with in the purchase subsystem. The complexity of the purchase subsystem should depend on types of raw materials required, number of suppliers to deal with and complexity of the terms of purchase agreements for long term.

With higher customer expectations, every organization wants to efficiently manage its suppliers and other internal processes. Supply chain management spans all movement and storage of raw materials, work-in- process inventory, and finished goods from point-of-origin to point-of-consumption. A procurement system should help in improving the supply chain of the organization.

Inventory Sub System

Inventory subsystem focuses on maintaining records and movements on inventory levels and usage. This control of inventory is critical to the organization since money lock-in of raw materials purchase represents substantial investment. Timely production of finished goods require availability of right quantity of material, maintenance of right stock levels, determination of lead times and flex times and exchange of information with supplier at the right time. An inventory subsystem helps us to address these issues. Inventory subsystems are critical where the organization is following Just in Time approach – a philosophy which encourages zero tolerance for stock levels and placing orders exactly when they are needed for manufacturing.

Proper logistic management is important for the timely and quality production. Various factors which can play critical role are

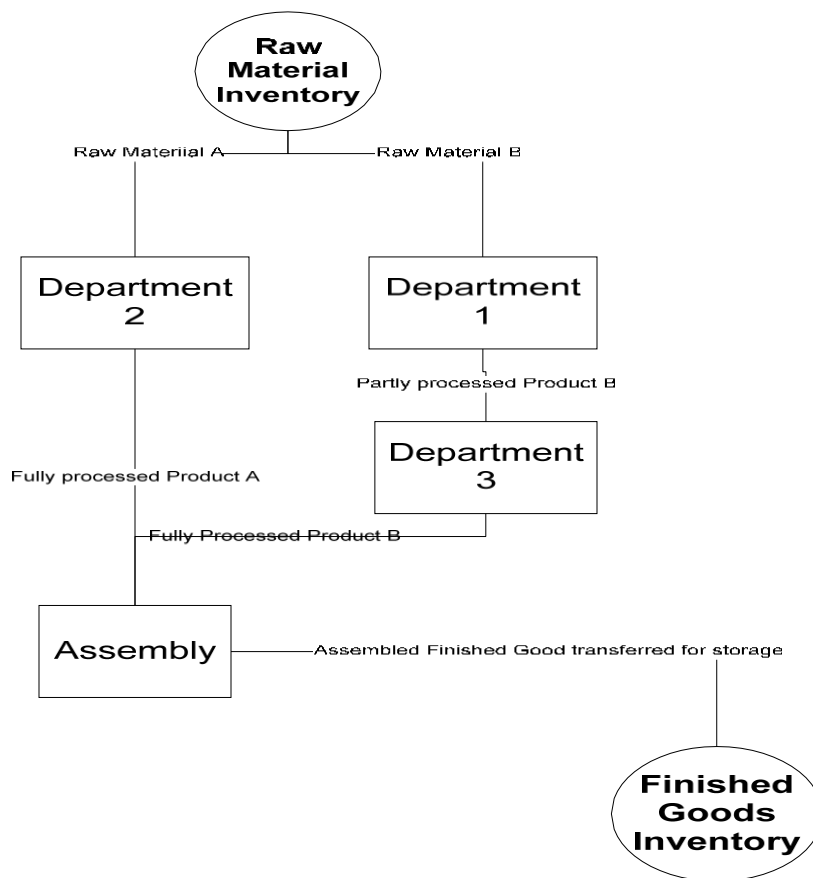
- Who to purchase from – supplier selection
- When to purchase – time of delivery or raw materials
- How much to purchase – Ideal stock levels
- An efficient inventory subsystem helps us to deal with these issues in a time saving manner.

Production Sub System

It can be seen as the most critical part of the entire manufacturing sub system. Basically it tracks the flow of the job through the entire production process. It also records change in form of goods or transfer of goods from one place to the other.

Example

Consider a manufacturing entity working with three processing departments and one assembly department. As raw materials pass through the processes, the sub system records the relevant information at specific points or locations until the finished goods are transferred to stock room.



Maintenance & Scheduling Sub System

For efficient production, the machines should be timely available. Many a times, the machine is under repair and is not available to be used for production. Without this subsystem, there is a possibility of customer's orders not being met on time. Certain issues that can be very important are

- Deciding delivery time in accordance with availability of machines.
- Any foreseen machine-down-time.
- Any major overhauling / tuning / replacement expected may result in unavailability of machine. An overhauling schedule should be kept so that the production of finished goods is not halted.
- Avoiding duplication of jobs for the same machine.

Quality Sub system

This subsystem ensures the production made and end product being delivered to the customer are conforming the quality standards set by the company. Quality covers aspects for the organization like better quality raw materials and what is being purchased is according to organization's standards and improved finished goods in accordance with the customer

specification.

The question now arises is why do we need a quality sub-system? It is defined and demanded by customer, it has to be achieved by management, it is a firm wide responsibility and these subsystem provide the firm's managers with information that reveals the extent to which the firms products are achieving the quality goals.

Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers. An organizational undertaking to improve the quality of manufacturing and service, it focuses on obtaining continuous feedback for making improvements and refining existing processes over the long term. There are certain Graphical tools used to implement and promote TQM. For instance

- Histogram
- Pareto Analysis
- Cause & Effect Diagram

Costing Sub System

Costs are incurred more frequently in a manufacturing entity. Monitoring these costs on regular basis requires instituting a formal cost subsystem. Cost sub systems are responsible for generation of cost reports which represent cost break ups on various bases, for instance

- Machine usage basis
- Product basis
- Department wise

Order Processing Sub System

This subsystem deals with following issues.

- Status of orders placed with suppliers
- Status of departmental requisitions
- Quality of materials received
- Any other issues related to suppliers

Order processing subsystem gives a snapshot of statuses of various orders placed, at any given time.

Management Levels in Manufacturing Information Systems

Manufacturing Information System should cater for information requirements at each level, for instance

Strategic level

3. Locating new plant which can save cost
4. Investment in new manufacturing technology

Knowledge Level

3. Distribute knowledge to drive the production process

4. Innovating new forms of manufacturing processes

Management level

2. Monitoring production costs and resources

Operational Level

2. Status of production tasks

Planning Productions/Operations

This function in many firms is supported by IT. The major areas of planning and their computerised support are as follows.

- Materials Requirement Planning (MRP)
- Manufacturing Resource Planning (MRP II)
- Automated Software
 - Computer Aided Design (CAD)
 - Computer Aided Manufacturing (CAM)
 - Computer Integrated Manufacturing (CIM)

Materials Requirement Planning (MRP)

Material procurement needs to be planned in compliance with the production Schedule. Initially companies used to do plan it manually through a document termed as “Material Requirement Plan”. Material Requirements Planning (MRP) is software based production planning and inventory control system for material procurement and scheduling.

It helps meeting three objectives:

- Ensure materials and products are available for production and delivery to customers.
- Maintain the lowest possible level of inventory.
- Plan manufacturing activities, delivery schedules and purchasing activities.

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer’s requirements. This helps in achieving on time delivery, High Quality, at the best price.

Manufacturing Resource Planning (MRP II)

An expanded version of MRP that integrates finance, accounting, accounts payable, and other business processes into the MRP system. It also includes production scheduling function, and inventory control functions. It is an integrated computer system that connects the regular MRP to other functional area, especially finance and human resources. It is made up of a variety of functions, each linked together:

- Business planning
- Sales and operations planning
- Production planning
- Master scheduling
- Material requirements planning
- Capacity requirements planning

Benefits of MRP II

MRP II involves the entire company

- Management business rules for strategic planning can be set and enforced by MRP II.
- Sales and Marketing can incorporate sales goals that fit material and capacity constraints.

- Relationships can be developed with vendors to improve purchasing just in time.
- Inventory shortages can be seen before they happen, with communications to customers to get approval of substitutions that will get a part that does the same thing, on schedule.

- Accounting and finance departments get accurate costs, and predict cash flow.

Automated Tools

IT has been used successfully in cutting the time required for the design of products, services or processes. Some of these applications are

- Computer Aided Design (CAD)
- Computer Aided Manufacturing (CAM)
- Computer Integrated Manufacturing (CIM)

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

The ability to rotate or create movement in the design allows testing for clearances and frequently reduces the cost of prototyping the products. The technology is used for a wide variety of products in such fields as architecture, electronics, and aerospace, naval, and automotive engineering. Although CAD systems originally merely automated drafting, they now usually include three-dimensional modeling and computer-simulated operation of the model. Rather than having to build prototypes and change components to determine the effects of tolerance ranges, engineers can use computers to simulate operation to determine loads and stresses. For example, an automobile manufacturer might use CAD to calculate the wind drag on several new car-body designs without having to build physical models of each one. In microelectronics, as devices have become smaller and more complex, CAD has become an especially important technology. Among the benefits of such systems are lower product-development costs and a greatly shortened design cycle. While less expensive CAD systems running on personal computers have become available for do-it-yourself home remodeling and simple drafting, state-of-the-art CAD systems running on workstations and mainframe computers are increasingly integrated with computer-aided manufacturing systems.

Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery. The technology evolved from the numerically controlled machines of the 1950s, which were directed by a set of coded instructions contained in a punched paper tape. Today a single computer can control banks of robotic milling machines, lathes, welding machines, and other tools, moving the product from machine to machine as each step in the manufacturing process is completed. Such systems allow easy, fast reprogramming from the computer, permitting quick implementation of design changes. The most advanced systems, which are often integrated with computer-aided design systems, can also manage such tasks as parts ordering, scheduling, and tool replacement.

It is a system that uses computer aided techniques to control production facility. Some of these techniques are

- Computer-aided process planning -- Use of computer to control activities and functions to prepare a detailed set of plans and instructions to produce a machine or part. -- Machines

- Computerised Numerical control (CNC) – refers specifically to the computer control of machine tools for the purpose of (repeatedly) manufacturing complex parts in metal as well as other materials. e.g. drills, wood routers use this technology.
- Robotics programming – The science or study of the technology associated with the design, fabrication, theory, and application of robots. – Automobile industry.

Computer Integrated Manufacturing (CIM)

Integrated computerized manufacturing system combining all the elements of computer aided design (cad) and computer-aided manufacturing (cam). This is an interactive computer system usually installed on a local area network linking several related departmental functions such as design, engineering, production, and marketing. The concept of CIM insures rapid high-quality product development and manufacturing through real-time coordination of all related functions. See also computer aided design (cad).

Computer-integrated manufacturing (CIM): It is the total integration of Computer Aided Design / Manufacturing and also other business operations and databases. It is concept/philosophy about the implementation of various integrated computer systems in factory automation.

Computer Integrated Manufacturing (CIM)

Goals CIM has three basic goals

- Simplification of all manufacturing technologies and techniques
- Automation of as many of the manufacturing processes as possible by integration of many information technologies like
 - Flexible Manufacturing Systems – a form of flexible automation in which several machine tools are linked together by a material-handling system controlled by a central computer. It is distinguished from an automated production line by its ability to process more than one product style simultaneously.
 - Computer aided Engineering (CAE) -- the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools.
 - Just in time (JIT) – A Japanese idea that inventory is manufactured (or acquired) only as the need for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.
- Integration and coordination of all the manufacturing aspects through computer hardware and software.

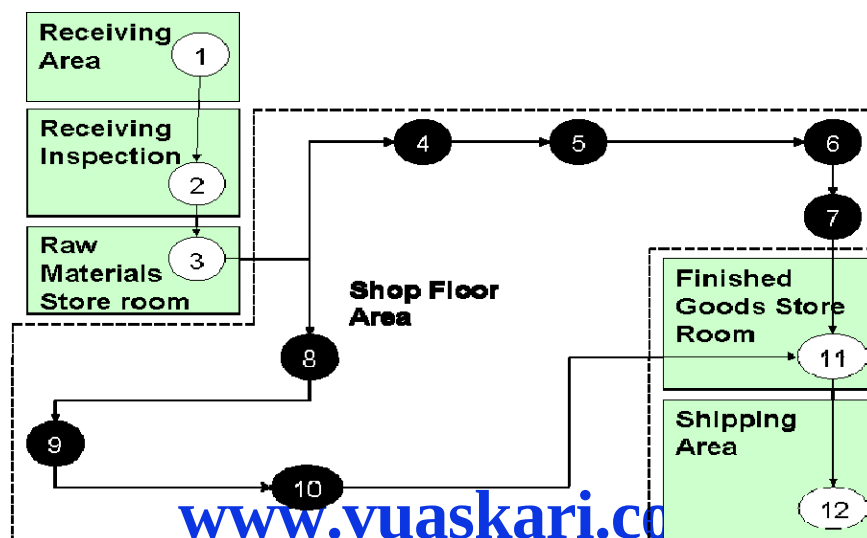
Marketing

No information system can exist in an organization without being linked with other functional information systems. This linkage is important for the over all smooth functionality of the information system since it allows easy transformation and usage of information.

- **Marketing**
Production subsystem needs to be linked with the marketing system so as to produce right amount of product.
- **Human resource system**
Most of the human resource is involved in the manufacturing process. Since factory premises has to be working continuously, availability of relevant labour is critical.
- **Accounts and Finance**
Accounts should have a control over various recording points in the entire process from procurement to finished good store room. This would help both in recording transactions for financial statements and approving and arranging for cash payments.

Accounting information system (AIS) is linked to all the information systems in an organization. This is important because the data required for proper book keeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

Here we would consider an example to see how AIS records internal data describing manufacturing operations – this requires use of data collection terminals at the manufacturing facility. It also records external data describing firms transactions with its suppliers.



The figure shows twelve data collection terminals located at the factory area. Raw materials are received from suppliers, and receipt data is entered into the terminal. Quality control inspection is conducted and results are recorded at terminal two. Acceptance into and release from the raw materials room is logged in to the terminal three. Terminals four to ten are used by production employees to record start and completion of each step of production. Terminal eleven records the entry into the finished goods store room. Shipping to customers is recorded at terminal 12.

Accounting & Financial Information Systems

Accounting and financial information systems cater for the needs of Accounts & Finance Department. These are responsible for managing financial assets in order to maximise return, like

- Cash
- Stocks
- Bonds
- Other investments
- Financial liabilities
- Capitalization of the firm through acquisition of new financial assets

It also produces the periodic and annual financial statements.

Importance of Accounting & financial Information Systems

Every transaction that an organization undertakes has a financial impact, to be recorded and reported by the accounts & finance department. Hence there is a share of interest for every department in reports and information produced by this system. Financial Information Systems like other information systems should cater for information requirements at each level, for instance.

Strategic level

1. Investment goals
2. long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Knowledge Level

1. Analytical tools to design the right mix for investment
2. Portfolio updates
3. Market information analysis

Management level

1. Control over firm's financial resources
2. Investment management
3. Budget management
4. Tax management
5. Profitability & Performance Evaluation

Operational Level

1. Cash flow statements through various transactions
2. Inventory and debtors management
3. Creditors Management

It is an information system that combines many human resources functions, including benefits administration, payroll, recruiting and training, and performance analysis and review into one package. It helps in

- Building database of employees
- Keeping track for new positions or vacancies
- Keeping master records for each employees
- Performance evaluations and training assessments

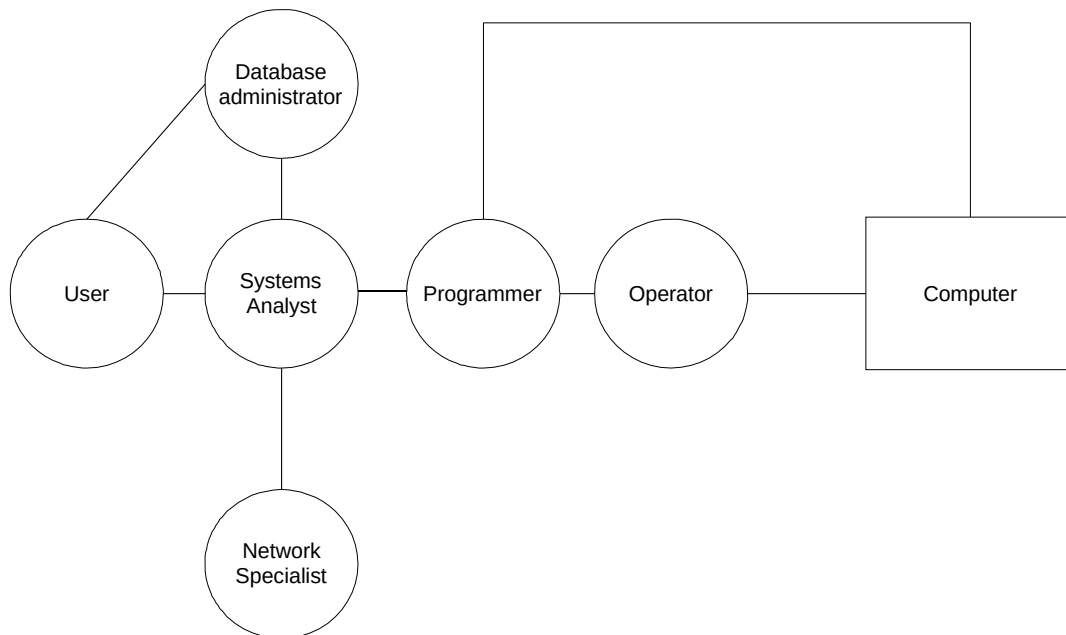
IT Department

Information by itself is proving to be the most critical resource for organizations. Such is the criticality that other resources of the organization cannot be managed without it. This has lead to the evolution of information systems to efficiently manage the information resource of the organization. This system is usually employed by the Information Services department which is the major functional area of the organization.

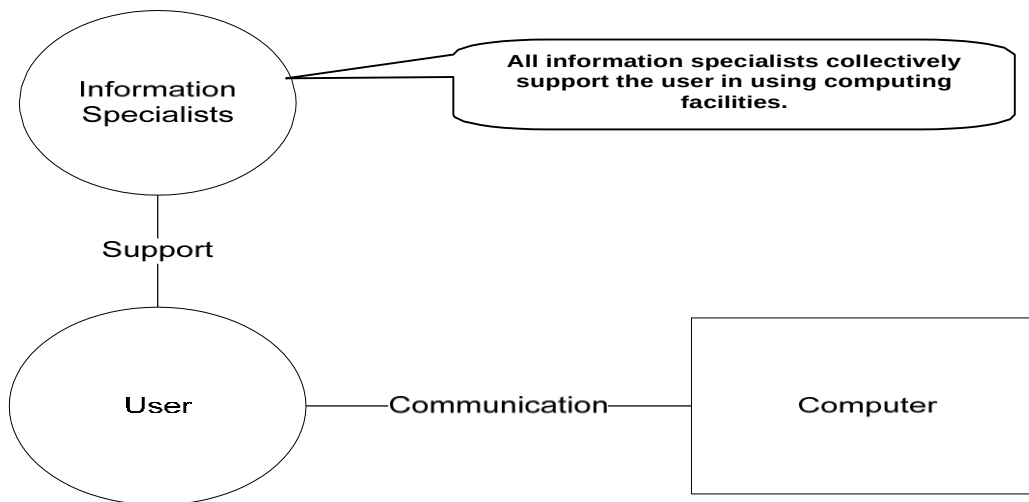
14.3.1 Evolution of the IT Department

IS department function has been evolving based on the needs of user departments

- Traditional Computing -- Initially User was not directly linked with using the computing facilities and the IT workforce was involved in assisting user to achieve his computer related goals.



- End User Computing – As the computer users become more literate, much of the work was done by users themselves and IT department took over as a support function.



Decision Making

There are some of the critical decisions that top managers face every day. How to decide whether to sell or spin off a business? Should the supplier relationships be renegotiated? What can be done to improve decision-making competency throughout your organization?

To capture maximum value, executives not only must make the right decisions, but also must negotiate skillfully. Since most business decisions involve other parties, it is essential for managers to understand their individual role as it relates to other decision makers, as well as how to use this knowledge to create the strongest possible negotiating position.

Hence, keeping in mind the importance of decision making for managers, information systems are also designed in a way to help them out to control operations and perform their managerial responsibilities more effectively.

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.

- Every decision-making process produces a final choice. It can be an action or an opinion.
- It begins when we need to do something but we do not know what.
- A decision-making is a reasoning process which can be rational or irrational, and can be based on explicit assumptions or tacit assumptions.

Types of Problems

Nature of problem determines the approach to decision making to be followed to solve it. There are three broad categories.

- **Structured:** Well-structured problems are constrained problems with convergent solutions that engage the application of a limited number of rules and principles within well-defined parameters.
- **Unstructured:** Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.
- **Semi-structured** – a gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Types of problems

A newly formed organization may be taken as an unstructured organization due to lack of defined organizational structure, operating procedures. The question that a problem is structured or unstructured is not dependant on the organization being structured or unstructured. Even a highly structured organization can face novel and unprecedented

problems.

Example-Daily Life

- **Unstructured** – Mr. A thinks that he has to wake up at any time in the morning,
- **Structured** – Mr. A is a soldier and he has to wake at 6 in the morning when army bugle is played/blown. This procedure will be followed no matter what.
- **Semi Structured** – Waking up is subject to a clock alarm (procedure), but it can be turned off as waking up at that time is also subject to some sort of individual judgment.

Example – Business

Bank has a policy that two persons, Mr. A & B would open the bank 30 min before bank timings, so that bank should be open for public dealing at 9 a.m. No other situation has been forecast in the policy.

- **Structured** – Staff shall be in the bank by 8:00 a.m. to ensure opening for public dealing at 9 a.m. This procedure will be followed no matter what.
- **Semi Structured** – Branch Manager is informed a day earlier that Mr. A will be unable to make it the next day. Rest is left at the discretion of branch manager's judgment to decide who else is to be made responsible to open the branch in the morning.
- **Unstructured** – Employees start reaching before 9 a.m. but branch is not open. The decision taken by employees there and then would be totally unstructured due to the novelty of the situation arose.

Type of Decisions

All problems require decision making, however the nature of problem determines how it should be approached. The decision making process There are three types of decisions

- Structured
- Non-structured
- Semi Structured

Structured decisions

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action. Due to which defined set of procedure can be devised for their solution. Hence,

- Procedures for obtaining the best solution are standardized
- Objectives are clearly defined
- Clearly specified inputs and outputs

Un-structured decisions

When problems are non routine, critical and novel in nature, they require individual judgment, evaluation and insight varying on case-to-case basis. There is no well understood or agreed upon procedure for handling these problems. For such situations, predefined policy cannot be devised. However, once the problem has been figured out, a policy may be devised to handle the problem in future. This can make the problem look like as structured one giving regard to the role of individual judgment.

Semi-structured Decisions

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment.

In small organizations decisions are usually transferred from form top to bottom. In large organizations the decision are usually taken based on meeting of all departmental heads. The fact is that whether decisions are taken by single person or all in a formal meeting is not the sole determinant of a decision being structured or unstructured. Rather it simply shows the complexity of the problem.

Decision-making process

- Intelligence – searching for conditions in the environment that call for decisions
- Design – inventing, developing, and analyzing possible courses of action
- Choice – selecting a course of action from those available
- Implementation – implementing the selected course of action
- Monitoring – checking the consequences of the decision made after implementation

Phases for Decision Making – Example

Any deviation from the norm should be reported as an exception for managers' attention. As it is the case with "Debtors Aging Analysis". (Debtors Aging analysis is the stratification of trade receivables in accordance of period of time since they have been due.)

Intelligence: Identifying the problems occurring in an organization. MIS is the primary source for the managers to be aware of red-alerts.

Design: Once the debtors have been analyzed on the basis of pattern of collection, options can be generated to improve collection rates. For example

- Offering early payment discounts.
- Devising various collection strategies for
- various classes of customer based on
- Collection period
- Discounts rates
- Strengthening sales department for collecting revenue through negotiation and settlement.

Choice: Now a selection has to be made which single strategy or combination of strategies should be implemented.

- Here a DSS system can be used to simulate the consequences of each alternative generated.
- The diversity and complexity of the alternatives generated would determine how extensive the DSS system should be.

Implementation: Now the stage comes of communicating the policy approved to the interested and relevant: for example

- Conducting training sessions of sales department or issuing an office memorandum.
- Communicating and convincing customers of the new credit terms so as to avoid confusion.

- Once again MIS will be used to record and report the results/effects of the policy.

Monitoring: Once the decision has been implemented, the effects and responses should be monitored. The quality of decisions can be judged only once after they have been implemented. Monitoring helps in evaluating the quality of decisions that have been made. This may include the following:

- Quantifying the speed in the process of recovery.
- Discount costs being born by the organization.
- Customer response in accepting the entire policy.
- Once again MIS will be used to record and report the results / effects of the policy.

Phases	Example
Intelligence	Debtor's aging report
Design	Devise a discount or training policy
Choice	Select a discount/training policy
Implementation	Implement the discount/training policy
Monitoring	Evaluate recovery patterns, relevant costs involved.

Phases of decision-making

There are five phases of the decision making process, the details of these phases have already been discussed in detail. These five phases will be elaborated in the form of an example for better understanding.

Phases of decision-making process are:

- **Intelligence** – searching for conditions in the environment that call for decisions
- **Design** – inventing, developing, and analyzing possible courses of action
- **Choice** – selecting a course of action from those available
- **Implementation** – implementing the selected course of action
- **Monitoring** – checking the consequences of the decision made after implementation

Phases Example

Assume that a multinational company is considering opening a branch in Pakistan. Identify typical activities that would be performed in each phase (intelligence, design, choice, and implementation) of the decision to open or not to open a branch.

The Intelligence Phase

Scan the environment to identify problem situations or opportunities. Conditions that call for decisions are identified. Typical Activities include:

- Country Risk based on following
 - Country credit rating
 - Transparency
 - Corruption
- Facilities for one window operation (levels of bureaucracy)
 - SRO Culture
 - Govt. Policy
 - Law & Order
 - Exchange rates

For instance, international banks while entering into country make assessment of exposure and thus limit the maximum number of transactions the bank can undertake.

- a) What are the possible advantages, disadvantages, and risks?
- b) How much resources will be diverted from other activities?
- c) When should we start? And so forth.

The Design Phase

Possible courses of actions are invented, developed, and

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analyzed. Typical Activities include:

- Select criteria for assessing the alternatives (e.g., ROI, market share, etc.)
- Create alternatives: invest now, invest later, do not invest
- Analyze levels and timing of investment
- Information flow for decision making
- Prepare a feasibility study
- How will the choice be made, by whom, and when?

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

The Implementation Phase

Implement the selected course of action. Typical Activities include:

- Follow the implementation plan
- Deal with resistance to change and necessary approvals and authorizations
- Conduct training
- Transfer resources

Rational Individual Models of Decision Making

Since individuals in total make up organization, hence it is reasonable to build information systems which facilitate the individual decision making. These are:

- Rational Man (Comprehensive Model)
- Bounded rationality
- Muddling (Successive Comparison)
 - Psychological (Cognitive Types)

The basic assumption of all these models is the human beings are rational.

- An individual has goals and objectives.
 - Alternative course of actions can be followed to achieve these goals.
 - Every alternative has a utility and payoffs which helps him to rank the alternatives.
- There is an impact or consequence for every alternative being followed.

Rational Man Model

- In a rigorous rational model, it is presumed that the individual is rational enough to accurately rank all the alternatives.
- However, in the real world of humans, specifying all of the alternatives and consequences is impossible.

- Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty.
- Real life situations need to be given room for chances which this model does not provide for.

Rational Man Model – Example

1. In a pharmaceutical drug company, the preparation and testing of life saving drug is a critical phase, and choice of a perfect alternative is inevitable. Hence the information system devised to support it should be such that it can record and monitor even the slightest variations.
2. In an ammunition factory, the testing and quality control of various bullet, shells, missiles, bombs, etc is a sensitive issue. Since chances of error are quite high, the system from selecting and discarding should be with high sensitivity level.

Bounded Rationality

Keeping in view the high level of perfection and completeness required by the rigorous rational model, certain adjustments were made in this model. The purpose was to seek a sufficing instead of an optimizing outcome. Bounded rationality focuses on the fact that Individuals prefer to avoid new uncertain alternatives and rely on tried and-true rules (SOP's). According to this model, individuals bound the rational behavior of choosing the best alternative by choosing a sufficing alternative. That is why it is termed as bounded rationality. Information systems based on this model are close to reality in terms of considering alternatives which are most commonly available. Quick decision making can be encouraged through this model.

Bounded Rationality -- Example

Cost benefit analysis is a must in choosing an alternative in a decision making model. Where an alternative being given is difficult to implement in terms of costs involved, the management might choose a less than perfect alternative hence SUFFICING INSTEAD OF OPTIMISING.

“Muddling Through”

This model is closer to reality as compared to the above two goals. This model has introduced the concept of incremental decision making, which decisions are taken by choosing policies most likely the previous ones. For this purpose the information systems need to be intelligent and include knowledge based systems to help accumulate and use knowledge.

Psychological (Cognitive Types)

This refers to the underlying personality dispositions toward the treatment of information, the selection of alternatives and evaluation of consequences. • The model proposes that human beings are value maximizers and in that sense are rational. But humans differ in how they maximize the value.

Psychological (Cognitive Types)

There are two types of cognitive type of decision making

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- **Systematic** – problem is approached in a structured way in terms of some formal method.
- **Intuitive** – problem is approached with multiple methods using trial and error to find a solution.

Of both the above methods, one should be selected based on the problem at hand. Information systems should follow a systematic and intuitive pattern based on the problems or cases it is supposed to deal with. MIS and DSS can be seen as having a systematic approach towards problem solution. The concept of heuristics, fuzzy logic, etc, is devised to follow the intuitive patterns.

Organizational Models in Decision Making

Organizations are thought to have singular goals controlled by senior level decision makers who are completely informed. How organization makes decisions as a whole, following are certain models.

- Bureaucratic
- Political
- Garbage Can

Bureaucratic model

Whatever organizations decide is a result of Standard Operating Procedures, evolved over time. In general organizations do not chose or decide in a rational sense, instead they chose a specific set of SOP's. Radical policy changing is discouraged at all costs.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

System Design & Decision Making

The purpose of elaborating the concept of decision making in the context of IS was to make you realize the importance of the fact that, Information system must support the managers for timely and effective decision making. While designing the information system, output, in terms of suitable reports is essential to analyze, highlight and bring to attention situations that may require decision making. The top manager looks for value addition to his/her knowledge of business operation.

LESSON 17

Planning for System Development

The management should prefer to have a plan for IT development so as to help it to take various software development projects in a structured way. At the very start, planning is done by the management regarding following issues

- Scope of software development – certain selected areas or the entire organization.
- How to get the project done – in-house committee or hired consultants.
- How much resource and time commitment can be made.
- Any written policy on which model is needed to be followed for software development.

IT planning provides a structured means of addressing the impact of technologies, including emerging technologies, on an organization. Through the planning process, relevant technologies are identified and evaluated in the context of broader business goals and targets. Based on a comparative assessment of relevant technologies, the direction for the organization can be established. Business planning is an accepted responsibility of management. Plans provide a direction and framework for action. Plans enunciate business goals and the actions that need to be initiated to achieve those goals including related benefits, resources and timeframes.

Increasingly, information technologies not only support but, also may drive or enable business strategies. In this context information technologies are an integral part of the business planning process itself. If such potential is evident after the completion of the business plan, then the business plan must be revisited and, if appropriate, revised.

Phases of IT planning

Although information technology plans are unique, the planning process and the underlying activities are similar.

- **Orientation** -- This start-up phase is required to establish the scope of the plan and the methodology and techniques to be applied
- **Assessment** -- Major steps in this phase are
 - Confirm business direction and drivers;
 - Review technology trends; outline future requirements;
 - Inventory existing information systems; and
 - Develop an assessment of what is needed.
 - In the concluding step of this phase there should be a well-developed assessment of the current and future business needs,
- **Strategic Plan** -- This phase commences with developing the vision and desired future positioning of information technology within the organization.
- **Tactical Plan** -- The selected strategies are divided into a series of projects which are scheduled for implementation depending upon relative priorities and resource availability. The planning process is

concluded by recommending a monitoring and control mechanism.

What is System Development?

System development refers to the structuring of hardware and software to achieve the effective and efficient processing of information. Information systems are developed keeping in view the needs to be met. There can be two reasons for system development.

- A manual information system is to be computerised.
- An already computerised information system is to be replaced with a system that addresses the growing and changing needs of the organization or the old system has become too slow or there are newer more efficient and user friendly development tools are available.

In both the above mentioned situations, the phases followed for system development would be the same. The extent of system study, analysis & design may depend on the fact whether the existing system is manual or computerised. To develop systems, various development models or techniques are deployed. Let us understand why these development models are used.

Models Used for System Development

Initially software development consisted of a programmer writing code to solve a problem or automate a procedure. Nowadays, systems are so big and complex that teams of architects, analysts, programmers, testers and users must work together to create the millions of lines of custom-written code that drive our enterprises. To manage this, a number of models for system development have been created. The most famous of these models is the system development lifecycle model (SDLC) or Lifecycle Models.

Systems Development Life Cycle

System Development Life Cycle (SDLC) is the overall process of developing information systems through a multi-step process from investigation of initial requirements through analysis, design, implementation and maintenance. SDLC is also known as information systems development or application development. SDLC is a systems approach to problem solving and is made up of several phases, each comprised of multiple steps. It describes the stages a system passes through from inception until it is discarded or replaced. SDLC provides

- Structure
- Methods
- Controls
- Checklist

Project lifecycle vs. SDLC

The systems development life cycle is a project management technique that divides complex projects into smaller, more easily managed segments or phases. Segmenting projects allows managers to verify the successful completion of project phases before allocating resources to subsequent phases. Although System development can be seen as a project in itself, but the attribute that makes system development different from regular projects is that a project has a definite end and it is unlikely that ongoing maintenance will be included in the scope of the

project but this falls in the definition of SDLC.

Types of System Development Life-Cycle Model

The concept of system development lifecycle model has been explained in various shapes and forms. The concluding form follows the same spirit except for minor differences.

Waterfall model / Classic lifecycle/ Linear Sequential Model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

Incremental Models

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Iterative Models

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Need Assessment

Information systems are usually developed on need-basis, that is, problems and opportunities arise and render system development necessary. In this phase the stakeholders must attempt to come to some understanding of the nature of the problem or opportunity they are addressing. Issues which can be considered in this phase are. Is the problem

- Well structured/Structured -- constrained problems with convergent solutions, limited number of rules and principles within well-defined parameters.
- Unstructured -- multiple solutions, fewer parameters, and contain uncertainty about which concepts and rules.

Should formal terms of reference be prepared and approved by the steering committee or project committee? This depends on the size, impact and cost of the system being prepared. The TOR usually covers following aspects.

- Investigation on existing system
- Definition of system requirements
- Specifying performance criteria for the system
- Detailed cost budget
- Draft plan for implementation

If the problem is decided to be addressed and the level of acceptance that exists among the stakeholders on the need of change. The level of technological uncertainty the proposed solution to the problem/opportunity has. The most critical phase is the agreement of the stakeholders on the definition of problem and parameters of solution.

The purpose of this phase is to obtain a commitment to change and to evaluate whether cost effective solutions are available to address the problem or opportunity that has been identified. Following examples can be considered to explain this situation.

- Say a problem has been recognized by a group of users. They believe they can design and implement a solution themselves using a high level language. Their proposed system will have little impact on others within the organization, nor will it be material from the viewpoint of the overall organization. In this situation, the users are already motivated to bring about change. Thus activities to accomplish successful entry are minor or unnecessary.
- On the other hand, consider a solution where potential solutions will have a widespread impact on the overall organization. Activities to accomplish successful entry are now critical. Information systems professionals must seek to establish themselves as legitimate change agents among the stake holders. Moreover they must seek to foster among the stakeholders a commitment to change. If potential solutions will have a significant impact on task and social systems, a spirit of collaborative analysis and evaluation among stakeholders must be developed.

Once the entry is successful, a preliminary study can be carried out to evaluate the feasibility of the new system. A Feasibility study team should be constituted

- Draw representatives from the departments affected by the project
- At least one person must have a detailed knowledge of computers and systems design (called system analyst).
- At least one person should have a detailed knowledge of
 1. The organization
 2. How current system operates
 3. Information needs of the system
 4. Defects in the existing system
- Consultants from the outside

LESSON 18

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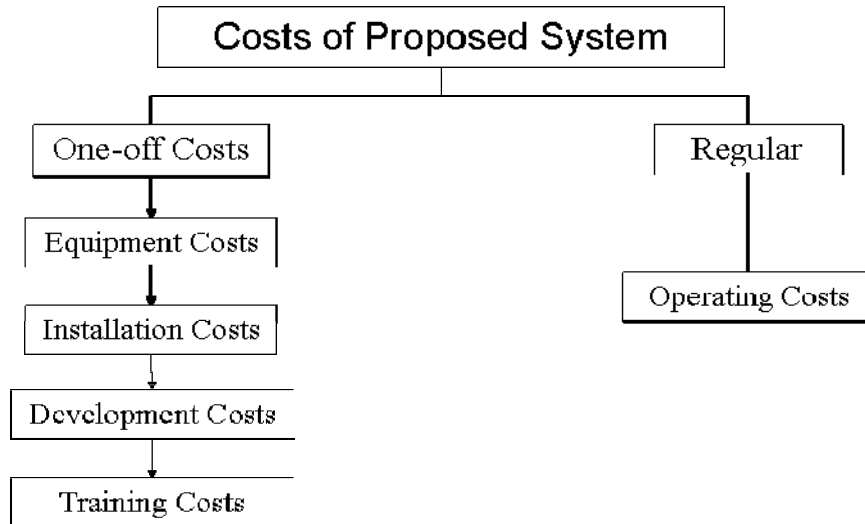
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Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- **Technical Feasibility** – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?
 - Response times – time between request and execution
 - Volume of transactions which can processed within the giventime
 - Capacity to hold files or records of a certain size
 - Number of users supported without execution
- **Operational Feasibility** – compliance and adjustability with the way organization works with attitude to change or chains of command.
 - Can the input data be collected for the system?
 - Is the output usable?
- **Economic feasibility** – Do the benefits of the system exceed the costs?
It should be the **BEST OPTION** among those under consideration for the same purpose.
- **Behavioural feasibility** – What impact will the system have on the user's quality of working life?
 - Reduction is job stress
 - Job satisfaction
 - Quality of output by employees

Costs of Proposed System



Benefits from the proposed system

When a system is being introduced, management should consider the impact and amount of proposed benefits. The purpose of this activity is to consider and

- Better decision making
- Savings
 - Possible in staff costs through increase of efficiency and not necessarily through redundancies.
 - In costs of running the department through more organized and efficient computerisation.
- More sales revenue
- Efficient use of staff time
- Customer satisfaction
- Better planning of resources required for operations e.g. inventory ordering, fixed asset utilization.

Classic lifecycle Model / Waterfall Model

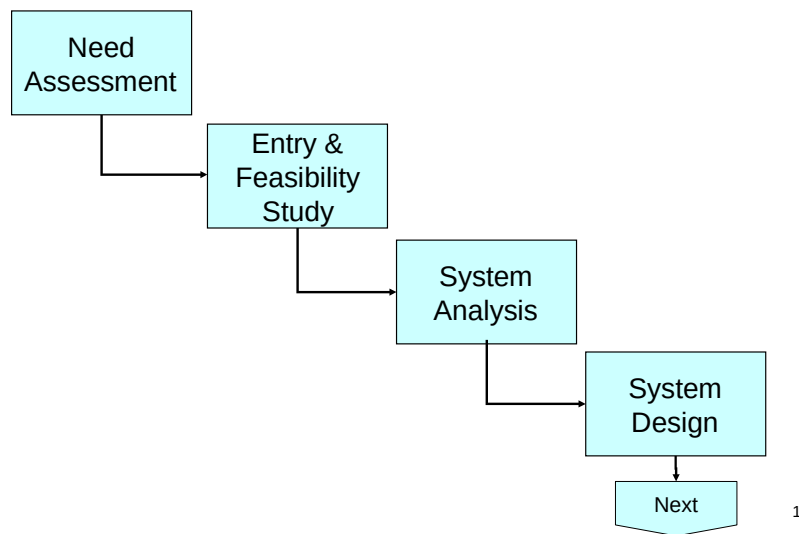
Waterfall model is the earliest of software process models. Cascade of phases, the output of one is input to the next. The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases. Various phases of waterfall model are

- Need Assessment
- Entry and feasibility study
- Analysis of the existing system
- Information processing systems design – This also includes
 - Formulation of strategic requirements

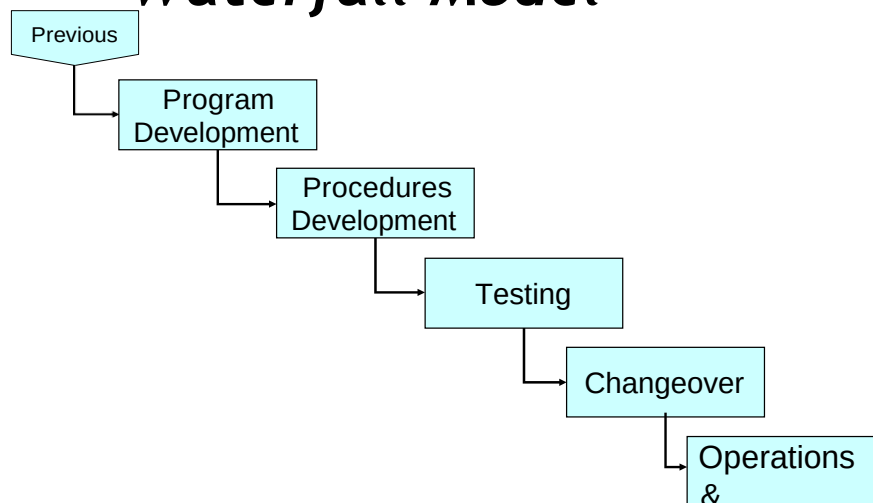
- Organizational & job design

- Program Development – this includes
 - Application software acquisition & development
 - Hardware/system software acquisition
- Procedures development
- Testing
- Conversion
- Operating & maintenance

Waterfall Model



Waterfall Model



Two phases need assessment and feasibility study, have already been explained in detail. Now let's take a look at other phases one by one.

Analysis of Existing system

Once feasibility has been drawn up, next stage comes for analysis of existing system. Even if the existing system is to be replaced the designers must study the existing system as this improves the quality of the work. For example

The new system may change the way employees are rewarded. In such a case the redistribution of rewards may have to be carefully negotiated. Concerns of employees cannot be ignored. Analysis is a two-part episode. Studying organization's history, structure, culture – this would help to understand

- The social & task systems
- The way systems are coupled
- Willingness of stakeholders to change (Change Management to be discussed later)

The greater the impact of the new system, greater time should be spent in understanding the present organization. Analysis of existing product & information flows. This includes the use of various tools for documenting the existing system. What these tools are will be discussed in detail in later Lessons.

System Design

System design includes the desired features and operations in detail, including screen layouts, business rules, process diagrams other documentation. It involves converting the informational, functional, and network requirements identified during the initiation and planning phases into unified design specifications. This includes

- Formulation of strategic requirements
- Organizational & job design
- Elicitation of detailed requirements
- Design of the information flow
- Design of database
- Design of user interface
- Physical design
- Design of hardware & software platform

Formulation of Strategic Requirements

The overall goals and objectives the system must accomplish. Forms can be accomplished in any form, for instance:

- A vague goal – increase in the wealth of shareholders
- A specific goal – reduce staff turnover by 30%

Strategic requirements for the new system are identified based on perceived deficiencies of existing system. Trying to fit people and organizations into information systems has been major

reason for failure. If strategic requirements are clear, stakeholders are better placed to consider and evaluate alternative designs.

Organizational & Job Design

Change in the strategic requirements will necessitate the change in the following for the parts of the organization being affected

- Organizational structure
- Job descriptions for new or change in existing ones

Trying to fit people and organizations into information systems has been major reason for failure. So change in both the above is important. If uncertainty surrounds the tasks to be accomplished in the proposed system, loose organic organizational structures and job designs might be successful. Such promote creativity and innovations. If organization is dominated by top management and culture is autocratic, employees might be unwilling to accept the high level of responsibility.

Elicitation of Detailed
Requirements Designers must
understand

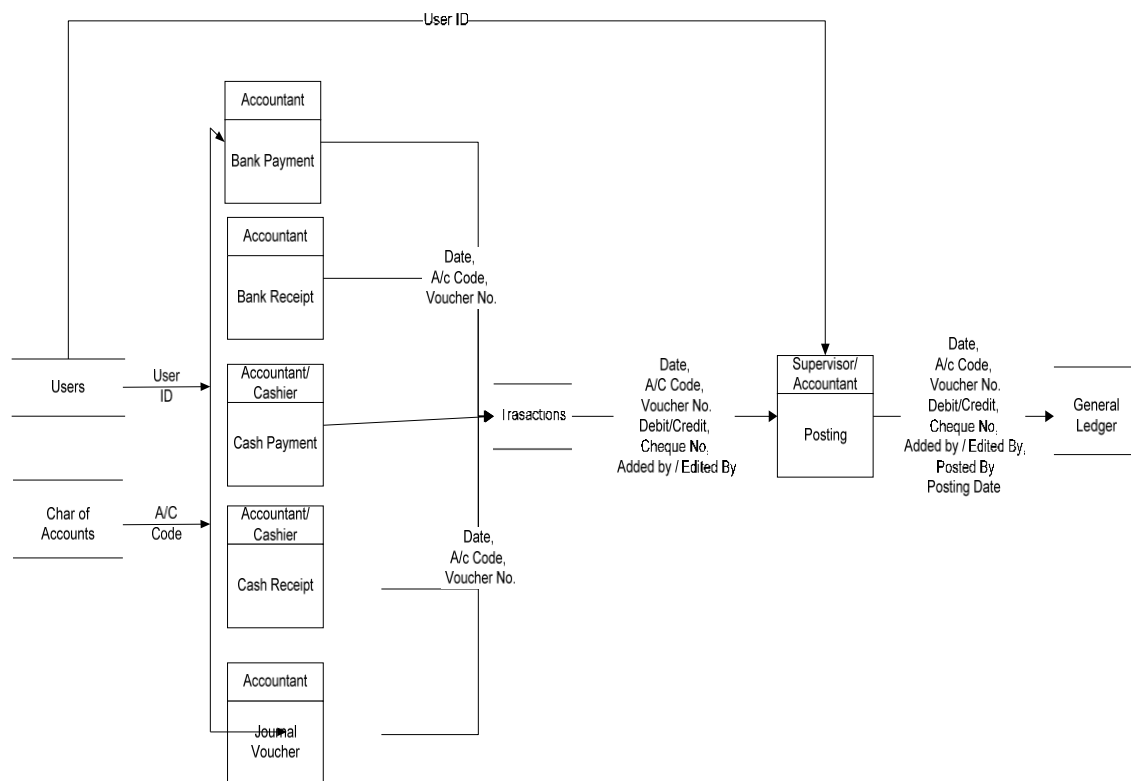
- What information an IS must provide
- The data that must be captured to produce this information

Two approaches can be followed

- Ask the stakeholders what they require – helps when they are clear about the requirements on the basis of past experience or good understanding.
- Analysis & experimentation – Where the ones bearing interest are not clear or have no past experience, onus falls on the designer to work out the requirements.

System Design

As an example consider the following DFD which indicates a simple process of recording transactions and posting into general ledger



User/Accountant uses chart of accounts to access the relevant accounts in order to prepare different vouchers according to requirements. The purpose behind this entire activity is to record various transactions. The next step is posting of all these transactions in the system. This process updates the general ledger.

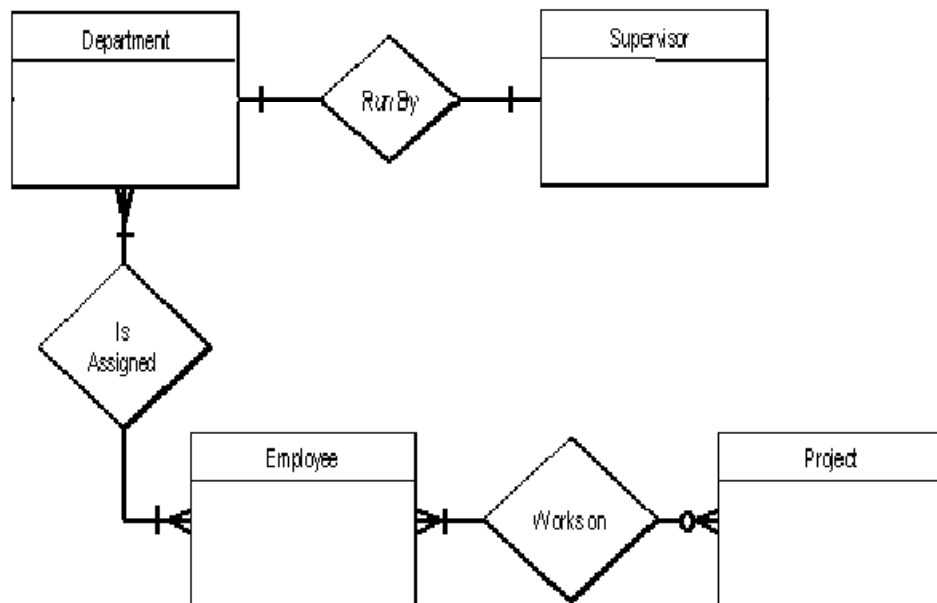
Entity Relationship Diagram (ERD)

Another diagrammatical tool used in system design is ERD. ERD as shown below indicates simple relationships. These relationships can be read as follows.

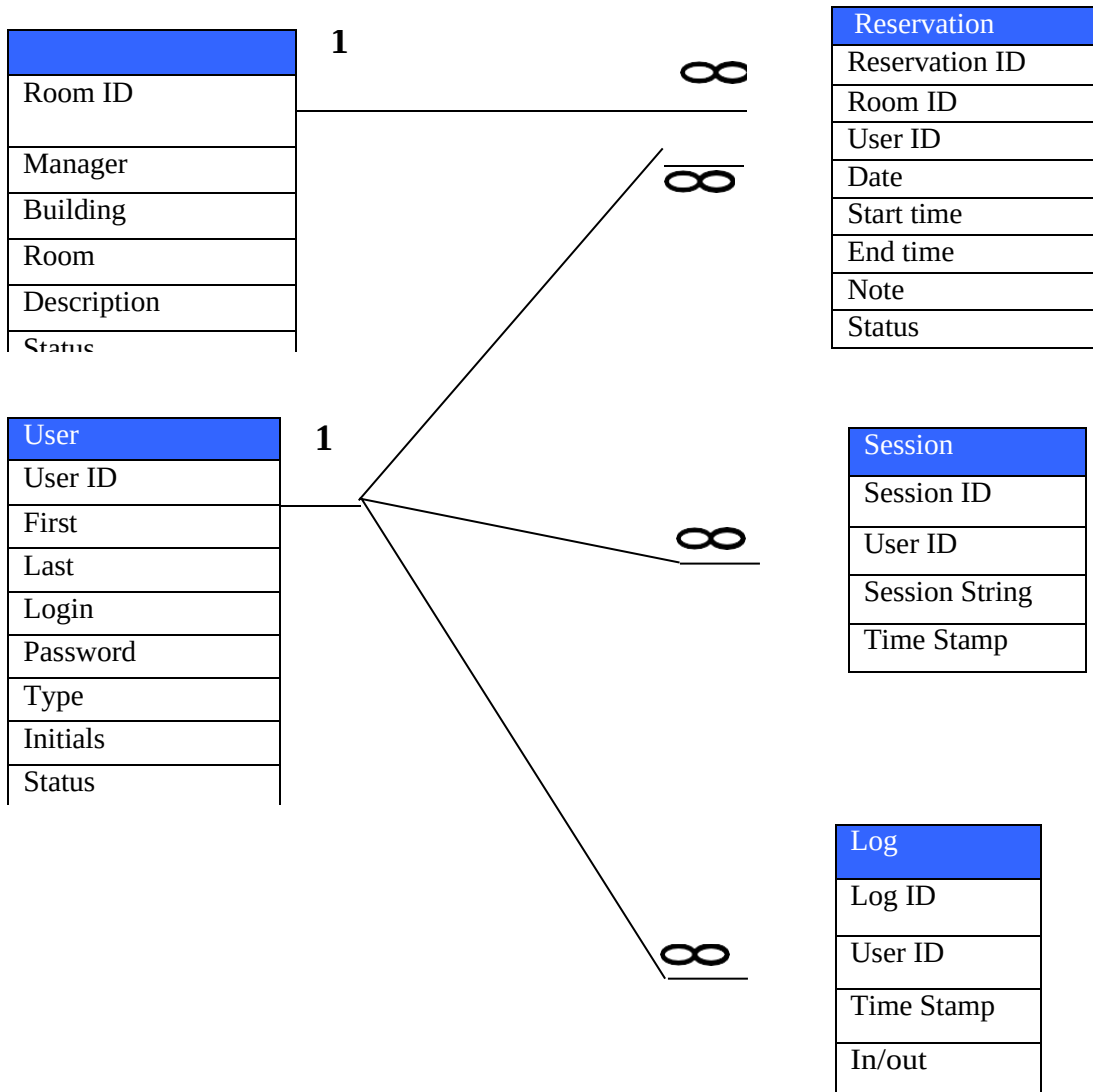
- One department has one supervisor
- A department may have more than one employees

Or

- An employee may be in more than one departments
- An employee may not be working on any project but a project must have at least one employee working on it



This is another form of ERD used to show the relations between various fields in files used to record specific data.



The above figure shows a hotel booking system. Various records have been kept for each entity. However each entity shares a relationship with for logical purpose. For instance, the field for room ID has been kept in reservation for access to further data. User information has been kept separate, however link has been made to reservation, session and logs by making user ID common to all three tables. Such kind of relationship helps in keeping

Design of the information flow

It is a major step in the conceptual design. Following aspects should be covered

- Flow of data & information and transformation points
- The frequency and timing of flows
- The extent of formality in these flows – input forms, report formats.

Design of data base

It involves determining scope and structure:

- Scope – Whether the database is local or global. If interdependence of organizational units is high, the data base has to be global in order to prevent sub-optimization of sub units. As it becomes global, the cost of maintenance enhances.
- Structure – refers to the ways data is stored in partitions and sequences. Various design methodologies can be used for devising a suitable structure in accordance with the needs of the organization and the new system.

Design of the User Interface

This phase involves determining the ways the information system will interact with the users. Some elements are

- Source Documents to capture raw data
- Hard-copy output reports
- Screen layouts
- Inquiry screens
- Interrogation languages for the data base
- Graphics and colour displays
- Voice output to guide users or answer queries
- Screen layouts for manipulation by a light pen or mouse
- Icons for pictorial representations

The design process begins with stratifying system users and then identifying their needs. e.g.

- New users dealing with system infrequently,
- Experts dealing regularly

Physical Design

The logical design is converted to physical design in this phase. The physical design involves breaking up the logical design into units, which in turn can be decomposed further into implementation units such as programs and modules.

Design of the Hardware/Software Platform

New system requires new software and hardware not currently available in the organization.
For example

- User workstations might have to be purchased to support an office automation system.
- A minicomputer might have to be purchased to provide extra processing resources to the new system.

Program Development

The development phase involves converting design specifications into executable programs. Once the analysis and design is complete, the software is either developed according to the needs or most suitable is purchased. Similarly the specifications of the hardware are seen and acquisition is made according to the situation. Primary procedural programming activities include

- The creation and testing of source code
- The refinement and finalization of test plans
- Writing and reviewing program modules or components
- Integration of Completed components with other components to ensure the components properly interact. The process continues as component groups are progressively integrated and as interfaces between component groups and other systems are tested.

Procedures Development

In this phase, following documents are prepared.

- Technical manual – This is meant for the Data Base Management and highlights the system infrastructure, inputs-outputs of the system and flows of system processes. Documents include
 - DFD's (Data Flow Diagrams)
 - ERD's (Entity Relationship Diagram)
 - Use cases, test cases
- User manual
It defines the operations of the system in layman's terms i.e.
 - Getting started with the software
 - Operating the software
- These manuals are generally function related.

Testing

The purpose of this phase is to identify as far as possible any errors and deficiencies in the system prior to its final release into production use. For instance errors in

- User interface
- Procedure manuals
- Job design
- Organizational structure design

In reality all system features cannot be checked at the outset. For instance, users might realize that the system has inadequate procedures manual only after the system has been properly implemented.

Change Over

This phase comprises of those activities undertaken to replace the new system in operation from the

existing system. Following ways of change over can be undertaken

- Abrupt change over – stop the existing system abruptly to shift over to new one
- Phased change over – Both are run but output of both the systems is used since functions performed are different.
- Parallel change over – Both systems are run simultaneously for a period of time and output of either of the systems is used. Functions performed by both are same.

Operations & Maintenance

The new system is run as a production system and is periodically modified to adjust for better functioning. Following can be various forms of errors.

- Removal of coding/logic errors – Logic errors discovered in the system are corrected.
- Modifications / system rewrite – Changes in the system environment may necessitate system modifications.
- Perfective maintenance – Changes might be made to improve processing efficiency.

Evaluating Waterfall

Arguments for water

fall

- Waterfall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.
- Other methodologies which save time in software development can de-emphasize documentation. In such methodologies project knowledge is stored mentally by team members. Should team members leave, this knowledge is lost, and substantial loss of project knowledge may be difficult for a project to recover from. Extreme Programming is an example which will be discussed later.
- Waterfall model is preferred for its simple and arguably more disciplined approach. The model itself progresses linearly through discrete, easily understandable and explainable "phases" and is thus easy to understand
- It also provides easily mark able "milestones" in the development process. It is perhaps for this reason that the waterfall model is used as a beginning example of a development model in many software engineering texts and courses.

Arguments against water fall

- It is argued that it is impossible to get one phase of a software product's lifecycle "perfected" before moving on to the next phases and learning from them.
For example clients may not be aware of exactly what requirements they want before they see a working prototype and can comment upon it - they may change their requirements constantly, and program designers. This is an example of iterative model (to be discussed later)
- Waterfall model advocates more reliance on fixed, static requirements. Designers may not be fully aware of future implementation difficulties when writing a design for an unimplemented software

product. That is, it may become clear in the implementation phase that a particular area of program functionality is extraordinarily difficult to implement.

- Another problem is that the waterfall model assumes that the only role for users is in specifying requirements, and that all requirements can be specified in advance. Unfortunately, requirements grow

and change throughout the process and beyond, calling for considerable feedback and iterative consultation. Thus many other SDLC models have been developed. The choice of phases differs in various standards and organizations.

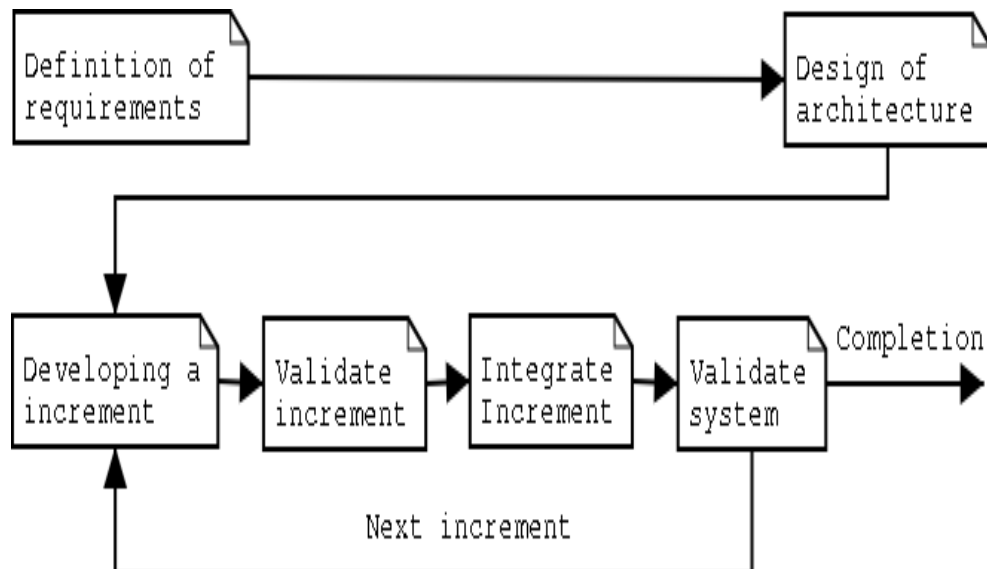
LESSON 20

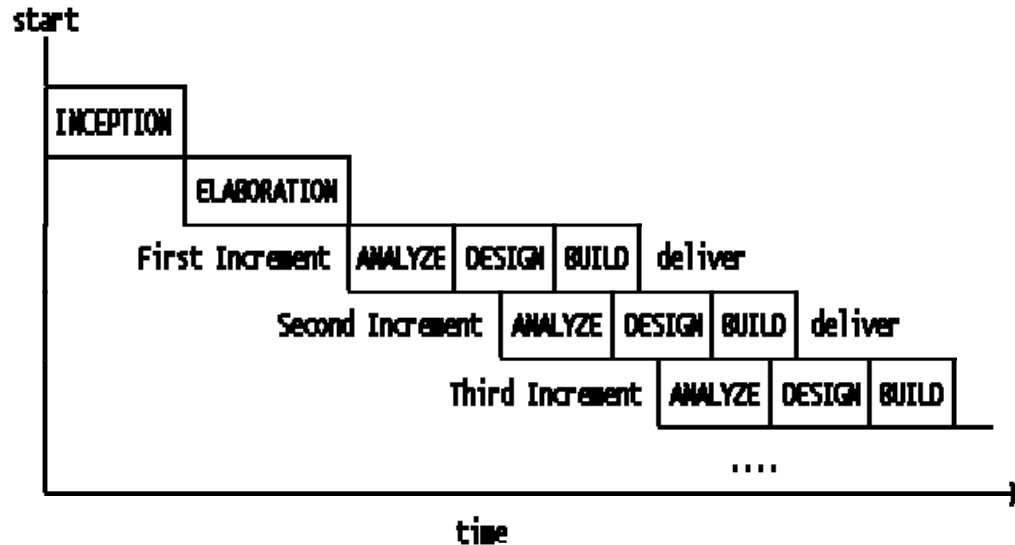
Incremental Model

The incremental model is a method of software/ Information System development where the model is designed, implemented and tested incrementally until the product is finished. It involves both development and maintenance. This model combines the elements of the waterfall model with the philosophy of prototyping.

Example -An example of this incremental approach is observed in the development of word processing applications where the following services are provided on subsequent modules:

- Basic file management, editing and document production functions
- Advanced editing and document production functions
- Spell and grammar checking
- Advance page layout





The first increment is usually the core product which addresses the basic requirements of the system. This may be either be used by the client or subjected to detailed review to develop a plan for the next increment. This plan addresses the modification of the core product to better meet the needs of the customer, and the delivery of additionally functionality. More specifically, at each stage

- The client assigns a value of functionality to each module not yet implemented
- The developer estimates cost of developing each module
- The resulting value-to-cost ratio is the criterion used for selecting which module is delivered next

Essentially the module with the highest value-to-cost ratio is the one that provides the client with the most functionality (value) for the least cost. Using this method the client has a usable product at all of the development stages. Modules are also selected on the basis of the customer requirements and needs apart from the value to cost ratio.

Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Incremental Model-Evaluation

Benefits

- Working functionality is produced earlier – computation of value to cost ratio
- Reduces risks of change in user requirements
- Provides clients flexibility in decision-making

- Risk management is incremental
- Smaller scope for change in user requirements

Criticism

- Larger picture cannot be seen until the entire system is built
- Difficult to break down the total system at early stage of product development to determine reasonable increments

Iterative Models

Iterative models are an approach for developing systems based on producing deliverables frequently/repetitively. Each iteration, consisting of requirements, analysis & design, implementation and testing, results in the release of an executable subset of the final product. These subsets grows incrementally from iteration to iteration to become the final system. The Procedure itself consists of three basic steps.

- The Initialization step -- creates a base version of the system. The goal for this initial implementation is to create a product to which the user can react.
- **The Iteration step** -- The iteration step involves
 - The redesign and implementation of a task from project control list. The goal for the design and implementation of any iteration is to be simple, straightforward, and modular, supporting redesign at that stage or as a task added to the project control list.
 - The analysis of the current version of the system. The analysis of an iteration is based upon user feedback and the program analysis facilities available. It involves analysis of the structure, modularity, usability, reliability, efficiency, and achievement of goals. The project control list is modified in light of the analysis results.
- **The Project Control List** -- To guide the iteration process, a project control list is created that contains a record of all tasks that need to be performed. It includes
 - New features to be implemented, and
 - Areas of redesign of the exiting solution.The control list is constantly being revised as a result of the analysis phase.

Iterative Models – Evaluation

Harms

The Iterative Model can lead to "scope creep," since user feedback following each phase may lead to increased customer demands. As users see the system develop, they may realize the potential of other system capabilities which would enhance their work.

Benefits

- In fact, the context of multiple iterations provides advantages in the use of measuring various aspects of product development, such as
 - Effort to date
 - Changes,
 - Defects,

- Logical, physical, and dynamic attributes,
- Environmental considerations.

- The customer can tell how product characteristics like size, complexity, coupling, and cohesion are increasing or decreasing over time.
- One can monitor the relative change of the various aspects of the product or can provide bounds for the measures to signal potential problems and anomalies.

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- Incremental: add to the product at each phase
- Iterative: re-do the product at each phase

Example

Building a House

- Incremental: Starts with a modest house, keep adding rooms and upgrades to it.
- Iterative: The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Spiral Model

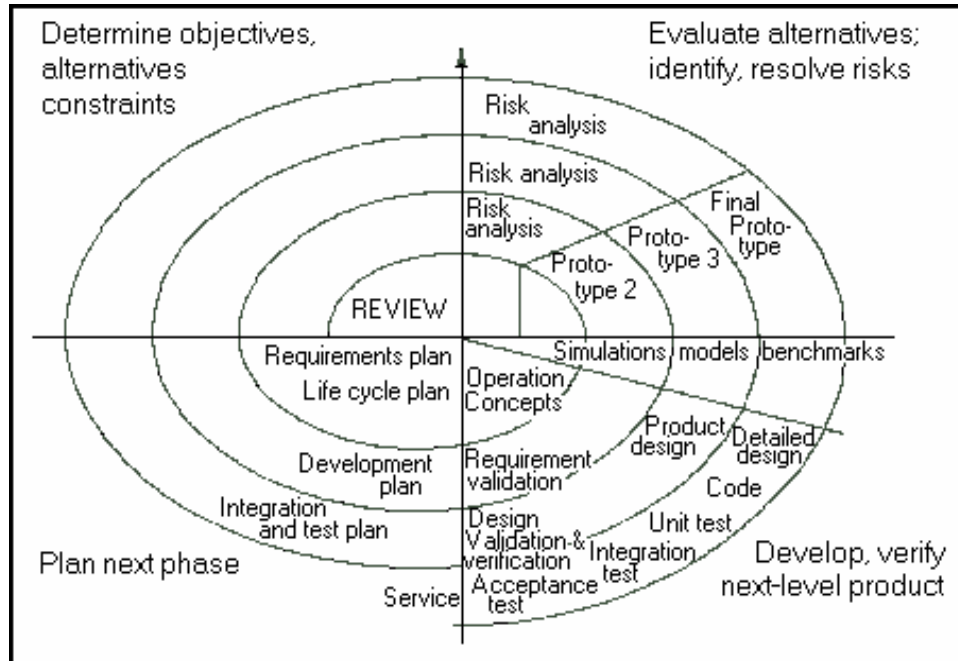
SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses. It's actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed to the linear view of the waterfall approach. It can incorporate other models in its various developmental phases.

There are usually four distinct phases of the spiral model software development approach.

Determine objectives, alternatives, constraints.

- The new system requirements are defined, after a comprehensive system study of the various business processes, in as much detail as possible. This may and usually does involve interviewing internal and external users, preparation of detailed flow diagrams showing the process or processes for which the IS is to be developed, the inputs and outputs in terms of how the data is to be recorded/ entered and the form in which the results are to be presented. Controls and checks desired to be implemented in the transactional processing procedures are also examined as they are to become an integral part of the development. Alternative strategies, in terms of IS development issues, to meet the determined need requirements are examined as well as constraints observed when defining the system and need requirements are also reviewed and appropriately addressed.
- Evaluate alternatives, identify and resolve risks – This involves.
 1. **Risk analysis** – it includes addressing any factors which may risk the successful completion of the entire project of IS development including alternative strategies and constraints. Issues pertaining to the possibility of the IS development not meeting, for example, user requirements, reporting requirements or the capability of the IS development team or the compatibility and functionality of the hardware with software. The Risk analysis and suggested solutions to mitigate and eliminate the Risks would thus become a part of the finalized strategy to undertake IS development.
 2. **Prototyping** – Based upon the finalized strategy and the preliminary design, the first prototype of the new system is then developed. This is usually a scaled-down version of the system, and represents an approximation of the characteristics of the final product.
- Develop, verify next-level product
The prototype prepared is tested against benchmarks based on customer expectations and evaluated risks to verify the various aspects of the development. Refinements and rectifications of the prototype are undertaken until customer satisfaction is achieved before development of the next- level of the product.
- Plan next phase
The preceding steps are iterated until the customer is satisfied that the refined prototype represents the final product desired. The final system is constructed based on the refined prototype. The final system is thoroughly evaluated and tested. Routine maintenance is carried out on a continuing basis to prevent large-scale failures and to minimize downtime.

The various stages discussed above are shown pictorially below:



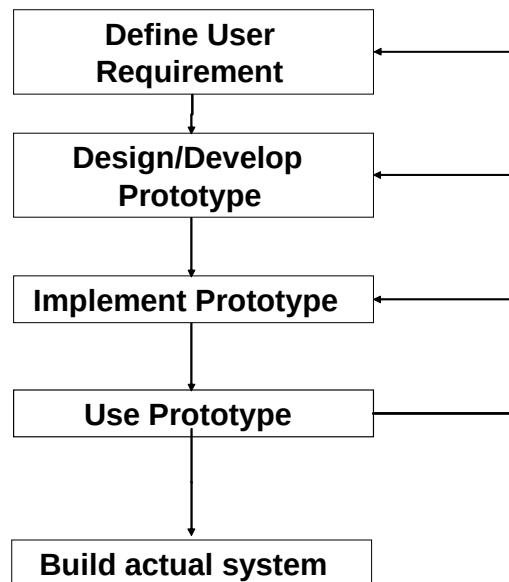
- Strengths:
 - Good for large and complex projects
 - Customer Evaluation allows for any changes deemed necessary, or would allow for new technological advances to be used
 - Allows customer and developer to determine and to react to risks at each evolutionary level
 - Direct consideration of risks at all levels greatly reduces problems
- Weaknesses:
 - Difficult to convince some customers that the evolutionary approach is controllable
 - Needs considerable risk assessment
 - If a risk is not discovered, problems will surely occur

Prototyping

“Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.”

The working model made during this process is called “Prototype”. Prototyping is often treated as an integral part of the development process where it is believed to reduce project risk and cost.

The various steps form a logical flow as depicted below:



As it is quite obvious from the logical flow shown above the prototype is refined and tested as far as possible in the design, development, implementation and usage stages before actually being declared fit for the development of the actual system or the final version. If at any stage it is determined in the tests that the expected results are not being achieved the design can be re-considered or major modifications may result in the original design. It is also possible that if alternative routes or strategies are available more than one prototype may be developed to determine which particular proto-type may provide the best possible route for achievement of the Objectives. Alternatively, various versions of the same proto-type may be made in a process of incremental development where each prototype is influenced by the performance of previous designs. When the prototype is sufficiently refined and meets the functionality, robustness, control and other design goals, the product is ready for production.

Prototyping software approach is of particular use in software that is to be developed for use by the public at large, for example software for computer games, word processing, as well as specialists using architectural software, engineering software for design of aircrafts, automobiles etc.

Why prototypes are used?

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time-consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

Advantages of Prototype

- Prototypes may be easily changed or even discarded.
- Prototyping may improve communication between and among developers and customers.

- Users may be more satisfied with systems developed using prototyping.
- A prototype may provide the proof of concept necessary to attract funding.
- Early visibility of the prototype may help management assess progress.
- Prototypes may demonstrate progress at an early stage of development.

- Prototypes may provide early training for future users of the system.
- Prototyping may prevent unpleasant surprises by calling attention to incomplete or inconsistent requirements, or to missing functionality.
- Prototyping may produce some useful deliverables even if the project runs out of time or money.
- Prototyping may reduce misunderstandings between and among developers and customers.
- Prototyping may save on initial maintenance costs because, In effect, customers are doing "acceptance testing" all along the way.
- Systems produced through prototyping may be judged easier to learn and easier to use.

Risks of Prototyping

- Prototyping may encourage an excess of change requests.
- Working prototypes may lead management and customers to believe that the final product is almost ready for delivery.
- The excellent (or disappointing) performance characteristics of prototypes may mislead the customer.
- Customers may not be prepared to provide the level or frequency of feedback required for iterative prototyping.
- Early prototypes may be of low fidelity, dismissed as toys.

System Analysis

System analysis can be defined simply as: “The study of business problem domain to recommend improvements and specify the business requirements for the solution.”

Or alternatively as:

“A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose.”

Both the definitions highlight following important points:

- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.
- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

These two points may be understood as providing a means for undertaking the following tasks:

- A technique to map the system under study.
- To drill down into the various aspects of the business process without losing sight of the complete system.
- To understand the Workability/Functionality of the subsystems and their role in achieving the objectives of the system as well as controls and checks in place.
- To establish the relationship or Level of interaction of each system with other components of the system.

Computerized vs. Manual environment

Information systems are designed and developed for both types of environments. System analysis is done in both situations covering business processes and flow of documents which include:

- Documents being prepared to record transactions
- Point of Origin of the data and documents
- Who is responsible for originating
- Destination/filing point/ultimate storage
- Relationships between various divisions of the business in terms of data being received and recorded from different transactions, financial and non-financial
- Controls devised to ensure accuracy, integrity and reliability of data
- Reports generated, frequency and distribution thereof to various users

The difference between the manual and computerized environment arises due to the following reasons, quite simply because of the different nature of the environments:

- Logical access control issues in computerized environment.

- **Duplication of clerical work** generally observed in a manual environment is eliminated in

the computerized environment.

- Automatic generation of specified reports: In a computerized environment as opposed to manual data compilation.
- Data integrity is more fully secured in a computerized environment with addition or authorized changes in data being automatically updated for all purposes through a single button effort as opposed to making changes or updating in each register or record affected by the same in a manual environment.
- Drill down function to conduct analysis of recorded data is available in a computerized environment as opposed to undertaking a manual analysis of all data.
- Flexibility of presenting data in desired or different format including using specified data to be shown graphically is available in computerized environment.
- Data Security and confidentiality can be assured to a higher degree in a computerized environment.

Systems Analyst

“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and System designers and developers.”

Why do we need Systems Analysts?

Systems analysts work as a link between Business people, & Computer Programmers. Business People may define the business to be computerized, i.e. establish scope of computerization. However, they may not fully understand the capabilities and limitations of modern information technology.

Computer programmers apply information technology to build information systems which solves these problems but need not fully understand the business usages they are computerizing or supporting.

Systems Analysts due to their expertise in development, knowledge of business processes, awareness of industry best practices, bridge the gap by translating the scope of computerization into how the systems will handle the transactional flows and the relationship between the various aspects of the business for the programmers whilst keeping the overall objectives and requirements, both corporate and IT related in perspective.

System Design

System Design maybe defined as “A problem solving technique that re-assembles a system’s components back into a complete system. This may involve adding, changing deleting pieces relative to the original system” or alternatively as “the process or art of defining the hardware and software architecture, components, modules, interfaces, and data for a computer system to satisfy specified requirements.”

Once the existing system is analyzed and user requirements established they need to be either incorporated into the existing computerized system or assist in the development of a new system.

The major components of system design are www.vuaskari.com

- Designing usable and complete input
- Designing well defined and usable output with flexibility to redefine presentation of outputs in any form.
- Designing file or database

- Designing user interface (input screen as it would be seen by the user)

Designing usable and complete input

This includes the design of input forms to record data. The input forms should be accurate, easy to use, consistent and simple. Preferably the input forms should not differ too greatly from the manual input forms being used by a business, as this can help in the change management process. All Primary parameters pertaining to the various input forms must be defined as part of the input design e.g. basic information pertaining to various entities suppliers, customers, employees and chart of accounts. There are cases where the definitions were incomplete resulting in an inability to produce a report on the basis of an undefined parameter. Thus great care and diligence is required when undertaking this task.

Designing well defined output

Various considerations need to be kept in mind while defining parameters for desired output. These should generally focus on:

- Assuring purposeful output
- Providing output as defined and required by users
- Providing appropriate information
- Assuring distribution of output as per client specified requirements.
- Minimizing throughput time and Query time.
- Ensuring that output is available in client required mode.

Many business managers due to lack of knowledge are not able to visualize their future reporting needs or even define the end to end output requirements or linkages as they assume that these will be produced magically by the computer. Unfortunately, the unexpressed wishes cannot be turned into reality unless someone at the design and development stage had specified these needs and the same have been accordingly parameterized. In situations where this is not done output designing becomes an open ended process, which is neither time or cost beneficial for the organization.

Designing file or database

This serves following purposes:

- Data accessibility is ensured to the user is ensured as and when required.
- Data consistency – data updates in master file will automatically update the data in the whole system.
- Data is efficiently processed & stored.
- Data integrity that is Correctness of data is ensured. This does not mean that incorrect amounts entered into the computer will be automatically corrected by because the computer only records what is entered but if there is an error in entering pre-defined parameters these would be corrected or thrown up as an error. Further, the data processed according to the pre-defined procedures every time around without any change unless an error has been caused to the program handling the data.

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Designing user interface

The design of what the user sees on the screen, that is, the interface, while entering data should be such that

the user is familiar with. The information should be entered in a logical sequence e.g., if a user wants to add an employee to the employee's master file, the information may be entered in the following sequence:

- Employee ID, which can either be
 - Generated automatically by the system, or
 - Entered manually by the user
- Name
- Address
- Contact information
- Next of kin
- Grade
- Designation
- Salary Details