

C-S 507
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FINALTERM EXAMINATION
Spring 2010
CS507- Information Systems

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

Small organizations usually have complex management structure.

► True

► False

Question No: 2 (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: 3 (Marks: 1) - Please choose one

Past court decisions have stated that privacy must be balanced against the needs of society. <http://vustudents.ning.com/>

▶ True

▶ **False**

Question No: 4 (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: 5 (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: 6 (Marks: 1) - Please choose one

Which of the following functions provide such data as sales prospect and contact information, product information, product configurations and sales quotes?

▶ Sales force automation (SFA)

▶ **CRM**

▶ ERP

▶ MIS

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

A _____ is an agreed-upon set of conventions that defines the rules of communication. <http://vustudents.ning.com/>

▶ Protocol
Protocol

▶ Interconnection Medium

▶ Data Packet

▶ Message

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

-----is a type of computer software that facilitates group decision-making within an organization

▶ EMS

▶ DSS

▶ MIS

Question No: 9 (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: 10 (Marks: 1) - Please choose one

Automated data are less susceptible to destruction and misuse than paper data.

- ▶ True
- ▶ **False**

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

Wireless computing devices are not subject to viruses.

- ▶ **False**

▶ True

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

The purpose of a class is to specify a classification of objects and to specify the features that characterize the structure and behavior of those objects.

<http://vustudents.ning.com/>

▶ True

▶ False

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

Null value may or may not be called zero value.

▶ True

▶ False

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

Existence of functional departments in each organization may vary with the nature of industry and the nature of products/services being offered.

▶ True

▶ False

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

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

▶ **True**

▶ False

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

_____ means information hiding.

▶ Inheritance

▶ **Encapsulation**

▶ Class

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

Testing is easy for the software that is developed using OOAD due to use of _____

▶ **Modular approach**

▶ Real time modeling

▶ Usability feature

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

<http://vustudents.ning.com/>

Characteristics of object are called _____

▶ Methods

▶ **Attributes**

▶ Status

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

An event-oriented log usually contain records describing system events, application events, or user events.

▶ **True**

▶ False

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

An information technology (IT) audit is an Examination of the controls within an entity's Information technology infrastructure .

▶ True

▶ **False**

Question No: 21 (Marks: 1) - Please choose one

In assessing risks for an IT system, _____ is the first step.

▶ To define the scope of the effort.

▶ Vulnerability Assesment

▶ **threat identification**

Question No: 22 (Marks: 1) - Please choose one

Risk Management includes assessment of controls already been implemented or planned, probability that they can be broken, assessment of potential loss despite such controls existing.

<http://vustudents.ning.com/>

▶ **True**

▶ False

Question No: 23 (Marks: 1) - Please choose one

Access Control refers to the process of identifying attempts to penetrate a system and gain unauthorized access.

▶ True

▶ **False**

Question No: 24 (Marks: 1) - Please choose one

“M-Commerce” stands for Mobile Commerce.

▶ True

▶ **False**

Question No: 25 (Marks: 1) - Please choose one

Past court decisions have stated that privacy must be balanced against the needs of ethics.

▶ **True**

▶ False

Question No: 26 (Marks: 1) - Please choose one

Which of the following is the primary method for keeping a computer secure from intruders? <http://vustudents.ning.com/>

- ▶ Password
- ▶ Antivirus
- ▶ Scanners
- ▶ Firewall

Question No: 27 (Marks: 1) - Please choose one

_____ is an association among entities. There has to be a relationship between two entities

- ▶ Value Sets
- ▶ Cardinality
- ▶ Relationships

Question No: 28 (Marks: 1) - Please choose one

_____ are the symbols indicates the flow of the procedure being explained.

- ▶ Entity Relationship Diagram
- ▶ DFD
- ▶ Flowchart

Question No: 29 (Marks: 1) - Please choose one

To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level is called as -----.

▶ **Risk Planning**

▶ Risk Assumption

▶ Risk Limitation

▶ None of the above

Question No: 30 (Marks: 1) - Please choose one

RAID models based on producing deliverables frequently/repetitively.

▶ **True**

▶ False

Question No: 31 (Marks: 2)

What should be the basic objective of an organization in your opinion?

The basic objective of an organization is to make a profit and get a sustainable competency.

Question No: 32 (Marks: 2)

Why we need to secure information systems?

Question No: 33 (Marks: 2)

Define intrusion detection ?

Question No: 34 (Marks: 2)

Identify components of Intrusion detection system?

Question No: 35 (Marks: 3)

How can we make our password secure?

Question No: 36 (Marks: 3)

What are some of the things you should keep in mind when identifying risks?

Question No: 37 (Marks: 3)

Briefly describe Incremental Model.

Question No: 38 (Marks: 3)

<http://vustudents.ning.com/>

Information system security association of USA has listed many ethical challenges, identify any three of them?

Question No: 39 (Marks: 5)

What do you think what are the key benefits of Ecommerce to organizations?

Question No: 40 (Marks: 5)

What do you understand by Disaster Recovery Planning?

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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

- ▶ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- ▶ ☐ ☐ ☐ ☐
- ▶ ☐ ☐ ☐ ☐ ☐ ☐
- ▶ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

. 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. <http://vustudents.ning.com>

☐ ☐ ☐ ☐ ☐

☐ ☐ ☐ ☐ ☐ ☐

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

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

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

DSS can stimulate innovation in decision making by helping managers to existing decision making procedures. <http://vustudents.ning.com>

▶ 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. <http://vustudents.ning.com>

► **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: 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:

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 overlooked 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 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) <http://vustudents.ning.com>

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.

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.

Quiz Start Time: 07:00 PM Time Left 84
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 89
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 86
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 88
sec(s)

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

MC080405545 : Sumera Mustafa

Quiz Start Time: 07:00 PM Time Left 89
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 88
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 88
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 87
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 86
sec(s)

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

Quiz Start Time: 07:00 PM Time Left 88
sec(s)

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

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sahar:

Quiz Start Time: 07:12 PM Time Left 85
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 87
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 88
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 89
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 88
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 88
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 87
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 86
sec(s)

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

Quiz Start Time: 07:12 PM Time Left 88
sec(s)

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

\

Quiz Start Time: 07:12 PM Time Left 89
sec(s)

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: 03:08:11 PM) Total Marks: 1
Quality maintenance is an issue which requires structured reporting.

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, 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?

Designing

Analyzing

Planning

Implementation

Pg#78

The planning process is concluded by recommending a monitoring and control mechanism.

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?

Primary Sources

Secondary sources

Tertiary 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

benefits of MKIS.

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

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.

<http://vuzs.net/>

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

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 _____.

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

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.

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

Pg#77

Business planning is an accepted responsibility of management. Plans provide a direction and framework for action.

<http://vuzs.net/>

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

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

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.

<http://vuzs.net/>

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

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

The Waterfall Model is the earliest method of structured system development. Although it has come under attack in recent years for being too rigid and unrealistic when it comes to quickly changing customer's needs, the **Waterfall Model** is still widely used. It is attributed with providing a theoretical basis for other **Process Models**, because it most closely resembles a "generalized" software development process. www.vuuzs.net

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
[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 for supporting the entire structure.

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.

<http://vuzs.net/>

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?

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.

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

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?

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

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:

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:

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: 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.

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.

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?

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?

Designing

Analyzing

Planning PAGE 67

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?

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.

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?

First increment PAGE 85

Second increment

Last increment

Final increment

Question # 8 of 10 (Start time: 02:00:15 AM) 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?

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?

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?

Procedural

Abstract

Internal

Diagrammatic PAGE 96

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

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:

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

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

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

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;
- 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

False Page#58

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

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

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 page#57

False

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

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

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

True page#34

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

<u>Phases</u>	<u>Example</u>
---------------	----------------

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.
-------------------	---

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. -----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

Semi-Structured

Structured

Page#69

138. 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

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

Physical

Narrative page#48

Graphical

Spring 2009(7)

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

--

Critical page#44

Simple

Moderate

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

True p; 56

False

142. 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

143. 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

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

Accounting and Managerial

MIS

EIS

AIS p; 66

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

Structured

Unstructured

Semi-Structured

ALL of the given options p; 69

146. 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

False p; 30

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+DSS+based+on+the+Web+and+Specific+marketing+campaigns+for+different+customer+segments&hl=en&gl=pk&pid=bl&srcid=ADGEEShcBSGOih7yUv4bSol2l9UweaPxseZw7So9k9lE2DS8sqLNhLUpcudym4PiOrBnwTi--sU2WkZ981ZVgQGepQ-VmzDuokmYXoKSyBjt-S0rsrtA_6Hj6EGjsqai2f5IPMD9VNPY&sig=AHIEtbTiELyw0q-h_Hxca9VyAxx_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

<u>Phases</u>	<u>Example</u>
Intelligence	Debtor's aging report
Design	Devise a discount or training policy
Choice	Select a discount/training policy
Implementation	Implement the discount/training policy
<u>Monitoring</u>	<u>Evaluate recovery patterns, relevant costs involved.</u>

156. Management is concerned with the day to day costs, production targets in ____

Service sector

Manufacturing Sector page#18

Trading sector

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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

System

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

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

▶ System Analysts

- ▶ 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

- ▶ 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**

- ▶ 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**

► Primary

► Tertiary

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.

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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-----

► **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 is 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 infrastructure 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

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.

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 strangei 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 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

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.

▶ **TRUE**

▶ 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

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

► 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 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**
- ▶ 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

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

Pg:67

Plans provide a direction and framework for action.

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

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.

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

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

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

6.1 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.

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

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

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.

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.

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-----

Graphical Model

Mathematical Model

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

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.
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.

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

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)

Which of the following subsystem gives a snapshot of statuses of various orders placed, at any given time?

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

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 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

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

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, 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.

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

Tertiary 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 benefits of MKIS.

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

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

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.

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

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

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

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

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

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 for supporting the entire structure.

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

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

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:

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

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

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

System design

Database design

Prototyping

Pg#86

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

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

page 69

• **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

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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

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 models. 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:

Organizational culture

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

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 quantity of information at the right time, the process of decision making is highly affected.

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).

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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

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:

True

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**
- Closed loop system
- 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 knowledge based

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

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 # 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

Sales

Marketing

Human Resource

Page 67

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

Page 62

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

.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

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:

responsibilities

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

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:

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 following market?

Select correct option:

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 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

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

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 controlled by the family members.

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

option a , b and c

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.

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

_____ 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

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

_____ 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

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

Teritary 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

MIS

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.

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

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 # 2 of 10 (Start time: 01:21:45 PM) Total Marks: 1

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 page 69

different

disparate

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

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

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:

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:

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 following market?

Select correct option:

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 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

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?

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 ***** 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

Quality

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

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

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

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

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

Level of _____ refers to the perfection in solution the model will achieve

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

Small Organizations

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

Technical resources

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

Lesson#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) 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

EIS

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

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.

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.

Q# 3

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.**

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.**

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

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

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 competitive forces?

- 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.

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.

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.**

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.**
- 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 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

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**

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

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.
- 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.

1

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.

- 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

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?

- 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

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.

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

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
- 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.
- 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

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.

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

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.

- 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.
- 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.**

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:

- 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.

- 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
- 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.
- 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.

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.
- 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 internetnetworked, global marketplaces of customers, with the support of a worldwide network of business partners.

- A) True**
- B) False

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

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**

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) 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

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.
- 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.**

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

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**

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.

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.**
- 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.

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

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
- 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

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

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

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.

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

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
- 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:

- 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 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?**
- 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.

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

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
- 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

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

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

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

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

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

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

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

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.

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

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.

- 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

Which of the following model is preferred for its simplicity and more disciplined approach?

- Incremental
- ☒ **Waterfall** page no 93
- Spiral
- Iterative

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 _____ requirements and needs.

- 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
- 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
- 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:

- 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
- ☐ 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 no 100**

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

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**

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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:

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- Inference engines
- **Early prototypes**
- Development engines

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- SDLC

- System monitoring
- Operational planning
- **System development**

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- Trial version
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- Software Engineers
- System Designers
- Chief Executives

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IT planning

Requirements planning

Configuration planning

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- **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

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
- ▶ 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.

- ▶ 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

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?

- ☐ 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
- ☐ 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

☐ 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

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

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

Which of the following problems posses multiple solutions with fewer parameters being less manipulate able.

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- ☐ 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
- ☐ Sequential Diagram

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

- ☐ True
- ☐ False

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

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?

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- ☐ 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
- ☐ System programming
- ☐ Software testing
- ☐ Software configuration

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- ☐ designer
- ☐ customer
- ☐ system analyst

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Select correct option:

Rapid prototyping

Spiral

Waterfall PAGE 83

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

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.

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

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.

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

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

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

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

Threat

None of these options

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

☒ **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
- ☐ 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
- ☒ **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 (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
- ☐ 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

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 Trail
- ☐ 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 physical damage to the computers.

Logical Threat Page 139

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

_____ refer to the sudden increase in power supply.

Sags
Brown outs

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 events, or user event

True

False Page 149

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

Hackivist Page 144

Cracker

Implementation of controls is a critical security feature of which of the following systems.

Information

Business

System

Management

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.

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 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

False

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 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

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

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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

Teritiary 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

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

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:

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.

In case 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

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

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:

Eavesdropping

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

Internal

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 within an organization.

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

Control recommendations

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

Break down of physical barriers

Low costs

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

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:

Firewall

Sensors

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:

Identify threat

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

Data packets are routed across a network with the help of _____.

Select correct option:

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

Effective Business continuity plans can not be executed without proper

Select correct option:

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

True

False

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 the computer.

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

Select correct option:

Audit trial

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

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

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

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

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

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:

1. Prototyping

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

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?

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?

Select correct option:

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?

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?

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 _____.

Select correct option:

success

- 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

Iterative Page No.96

- 2. XP
- 3. Rapid prototyping
- 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?

Select correct option:

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:

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?

Select correct option:

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

Question # 8 of 10 (Start time: 02:00:15 AM) 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?

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
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 to achieve those goals including related benefits, resources and timeframes?

Select correct option:

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

Which of the following defines the operations of the system in layman's terms?

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

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:

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:

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
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:

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:

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

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
2. Incremental
3. Prototyping
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:

Spiral

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

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:

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:

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

Incremental

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

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 _____.

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

IT planning PAGE 67

Requirements planning

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

Planning PAGE 67

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

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:

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

for more contents visit

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

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?

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

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:

True

False

for more contents visit

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

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

Select correct option:

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

Physical

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](#)

for more contents visit

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](#)

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

for more contents visit

Closed System depends on _____ and data.

Select correct option:

Internal resources

External resources

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 shapes.

Select correct option:

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

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

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.

Select correct option:

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

Competitive market

None of these options

for more contents visit

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

The concept of incremental decision making is introduced by the _____ model.
Select correct option:

- 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

It is to be noted that IS and MIS are same.
Select correct option:

- 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:

CRM

Product development
Marketing
Promotion

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

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

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

for more contents visit

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:

Structured decision making approach

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

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

for more contents visit

The organizational structures are formulated in order to efficiently manage the -----

Select correct option:

Business Operations

Business Size

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.

Select correct option:

(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

for more contents visit

Continue change in work force is harmful for an organization

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

: 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

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

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

Concurrent processing subsystem

for more contents visit

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 the purpose of repeatedly manufacturing complex parts in metal as well as other 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

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

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:

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

_____ 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

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 framework for supporting the entire structure

Select correct option:

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

Instead of Information, data is more important in day to day decision making
Select correct option:

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
Open and close system

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

for more contents visit

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

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?

Select correct option:

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:

Narrative

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
Company Structure

_____ 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 achieving an object.
Select correct option:

True

False

for more contents visit

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

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

MIDTERM EXAMINATION

Fall 2009

CS507- Information Systems (Session - 5)

Ref No: 910601

Time: 60 min

Marks: 38

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**
- ▶ False

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
- ▶ 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

<http://vustudents.ning.com>

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
- ▶ **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**
- ▶ 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

Spoken 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.

- ▶ **Human Resource Information System**
- ▶ 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. <http://vustudents.ning.com>

A good example of this source is Newspaper articles.

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

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 broken into many mini development projects.

Question No: 20 (Marks: 3)

What are the information requirements for Management level in Accounting & financial Information Systems. <http://vustudents.ning.com>

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 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

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.

Question # 1 of 10 (Start time: 02:58:28 PM) Total Marks: 1

In flow chart diagram circle represents:

Select correct option:

Process

Connector

Decision

Diamond

Question # 2 of 10 (Start time: 02:59:19 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:

True

False

Question # 3 of 10 (Start time: 03:00:08 PM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

Waterfall

Spiral

Incremental

Rapid prototyping

Question # 4 of 10 (Start time: 03:00:45 PM) Total Marks: 1

Which of the following ensures the correctness of data in the database?

Select correct option:

Data integrity

Data accessibility

Data consistency

Data analysis (chosen by me)

Question # 5 of 10 (Start time: 03:01:56 PM) Total Marks: 1

Which of the following model is the earliest one?

Select correct option:

Waterfall

Rapid prototyping (not sure)

Extreme programming

Spiral

Question # 6 of 10 (Start time: 03:02:58 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:

programmer

designer

customer

system analyst

Question # 7 of 10 (Start time: 03:03:49 PM) Total Marks: 1

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.

Select correct option:

True

False

Question # 8 of 10 (Start time: 03:04:43 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 # 9 of 10 (Start time: 03:05:26 PM) Total Marks: 1

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.

Select correct option:

planning

usage scenarios

feasibility study

testing

Question # 10 of 10 (Start time: 03:06:27 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:

System Analysts

Software Engineers

System Designers

Chief Executives

FINALTERM EXAMINATION

Spring 2010

CS507- Information Systems

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

Small organizations usually have complex management structure.

- ▶ True
- ▶ False

Question No: 2 (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: 3 (Marks: 1) - Please choose one

Past court decisions have stated that privacy must be balanced against the needs of society. <http://vustudents.ning.com>

- ▶ True
- ▶ False

Question No: 4 (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: 5 (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

<http://vustudents.ning.com>

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

Which of the following functions provide such data as sales prospect and contact information, product information, product configurations and sales quotes?

▶ Sales force automation (SFA)

▶ CRM

▶ ERP

▶ MIS

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

A _____ is an agreed-upon set of conventions that defines the rules of communication. <http://vustudents.ning.com>

▶ Protocol

Protocol

▶ Interconnection Medium

▶ Data Packet

▶ Message

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

-----is a type of computer software that facilitates group decision-making within an organization

▶ EMS

▶ DSS

▶ MIS

Question No: 9 (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: 10 (Marks: 1) - Please choose one

<http://vustudents.ning.com>

Automated data are less susceptible to destruction and misuse than paper data.

► True

► False

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

Wireless computing devices are not subject to viruses.

► False

► True

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

The purpose of a class is to specify a classification of objects and to specify the features that characterize the structure and behavior of those objects.

► True

► False

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

Null value may or may not be called zero value.

- ▶ True
- ▶ False

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

Existence of functional departments in each organization may vary with the nature of industry and the nature of products/services being offered.

- ▶ True
- ▶ False

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

RAID model combines the elements of the waterfall model with the philosophy of prototyping. <http://vustudents.ning.com>

- ▶ True
- ▶ False

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

_____ means information hiding.

- ▶ Inheritance
- ▶ Encapsulation
- ▶ Class

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

Testing is easy for the software that is developed using OOAD due to use of _____

- ▶ **Modular approach**
- ▶ Real time modeling
- ▶ Usability feature

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

Characteristics of object are called _____

- ▶ Methods
- ▶ **Attributes**
- ▶ Status

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

An event-oriented log usually contain records describing system events, application events, or user events. <http://vustudents.ning.com>

- ▶ **True**
- ▶ False

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

An information technology (IT) audit is an Examination of the controls within an entity's Information technology infrastructure .

- ▶ True
- ▶ **False**

Question No: 21 (Marks: 1) - Please choose one

In assessing risks for an IT system, _____ is the first step.

- ▶ To define the scope of the effort.
- ▶ Vulnerability Assesment
- ▶ **threat identification**

Question No: 22 (Marks: 1) - Please choose one

Risk Management includes assessment of controls already been implemented or planned, probability that they can be broken, assessment of potential loss despite such controls existing. <http://vustudents.ning.com>

- ▶ **True**
- ▶ False

Question No: 23 (Marks: 1) - Please choose one

Access Control refers to the process of identifying attempts to penetrate a system and gain unauthorized access.

- ▶ True
- ▶ **False**

Question No: 24 (Marks: 1) - Please choose one

“M-Commerce” stands for Mobile Commerce.

- ▶ True
- ▶ False

Question No: 25 (Marks: 1) - Please choose one

Past court decisions have stated that privacy must be balanced against the needs of ethics.

- ▶ True
- ▶ False

Question No: 26 (Marks: 1) - Please choose one

Which of the following is the primary method for keeping a computer secure from intruders?

- ▶ Password
- ▶ Antivirus
- ▶ Scanners
- ▶ Firewall

Question No: 27 (Marks: 1) - Please choose one

_____ is an association among entities. There has to be a relationship between two entities

- ▶ Value Sets
- ▶ Cardinality
- ▶ **Relationships**

Question No: 28 (Marks: 1) - Please choose one

_____ are the symbols indicates the flow of the procedure being explained.

- ▶ Entity Relationship Diagram
- ▶ DFD
- ▶ **Flowchart**

Question No: 29 (Marks: 1) - Please choose one

To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level is called as -----.

- ▶ **Risk Planning**
- ▶ Risk Assumption
- ▶ Risk Limitation
- ▶ None of the above

Question No: 30 (Marks: 1) - Please choose one

RAID models based on producing deliverables frequently/repetitively.

- ▶ **True**
- ▶ False

Question No: 31 (Marks: 2)

What should be the basic objective of an organization in your opinion?

The basic objective of an organization is to make a profit and get a sustainable competency. <http://vustudents.ning.com>

Question No: 32 (Marks: 2)

Why we need to secure information systems?

Question No: 33 (Marks: 2)

Define intrusion detection ?

Question No: 34 (Marks: 2)

Identify components of Intrusion detection system?

Question No: 35 (Marks: 3)

How can we make our password secure?

Question No: 36 (Marks: 3)

What are some of the things you should keep in mind when identifying risks?

Question No: 37 (Marks: 3)

Briefly describe Incremental Model.

Question No: 38 (Marks: 3)

Information system security association of USA has listed many ethical challenges, identify any three of them? <http://vustudents.ning.com>

Question No: 39 (Marks: 5)

What do you think what are the key benefits of Ecommerce to organizations?

Question No: 40 (Marks: 5)

What do you understand by Disaster Recovery Planning?

FINAL TERM EXAMINATION

Spring 2010

CS507- Information System (Session – 1)

There are 40 Q in this Paper 30 Mcqz and 10 short quiz

1. How threats are identified? (2 Marks)
2. Differentiate encryption from decryption
3. Define firewall?
4. Differentiate data from information in your own words
5. What are the responsibilities of the management of the organization to ensure the security of information system
6. What do you mean by keystroke monetary
7. Define Reengineering
8. What do you understand ESS
9. Identify any phase of SLDC
10. How can change management phases

OTHER PAPER

The role of information in Accounting and finance (5)

Rational Man model with example (5)

incremental model
Prototyping

(3)
(2)

Question # 1 of 10 (Start time: 07:10:53 PM) Total Marks: 1

Impact needs to be measured to

Select correct option:

Identify threat

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

<http://vustudents.ning.com/>

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

Data packets are routed across a network with the help of _____.

Select correct option:

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: <http://vustudents.ning.com/>

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: <http://vustudents.ning.com/>

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
Effective Business continuity plans can not be executed without proper
Select correct option:

Control recommendation (PG.153 DIAGRAM)
Control implementation
Control management
Control monitoring

Question # 2 of 10 (Start time: 07:35:59 PM) Total Marks: 1
Impact needs to be measured to
Select correct option:

Identify threat
Record thread history
Worse scenarios of impact
Define the data criticality

Question # 3 of 10 (Start time: 07:37:47 PM) Total Marks: 1
Risks are rated by _____
Select correct option:

Probability and impact
Probability and cost
Probability and size
Probability and exposure

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 # 7 of 10 (Start time: 07:42:10 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: <http://vustudents.ning.com/>

E-Banking

E-Commerce

E-Business

E-Learning

Question # 7 of 10 (Start time: 07:43:01 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 # 8 of 10 (Start time: 07:43:25 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 # 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

Question # 10 of 10 (Start time: 07:44:17 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

Chain of command

Question No: 1

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**

▶ False

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

▶ 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: 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**

▶ 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

Spoken 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.

▶ **Human Resource Information System**

- ▶ 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

15.3 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
- 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: 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?

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

- o Histogram
- o Pareto Analysis
- o 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

- o Machine usage basis
- o Product basis
- o 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

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 broken 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 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.

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.

11.3.2 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

11.3.3 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.

11.3.4 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

- 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.

Electronic meeting system (EMS)

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.

▶ Select correct option:

☐ True

☒ **False**

Question # 2 of 10 (Start time: 10:37:59 AM)

Total Marks: 1

_____ refer to the sudden decrease in power supply.

▶ Select correct option:

☒ **Sags**

☐ Surges

☐ Spikes

☐ Black out

Question # 4 of 10 (Start time: 10:40:38 AM)

Total Marks: 1

Which of the following scans the operating system and application soft ware for any virus based on the viruses they contain.

▶ Select correct option:

Question # 5 of 10 (Start time: 10:42:05 AM)

Total Marks: 1

The main source of bugs in computer programs is the complexity of decision-making code.

▶ Select correct option:

☐ True

☒ **False**

☐ Anti Virus

☒ **Scanners**

☐ Active Monitors

☐ None of above options

Question # 6 of 10 (Start time: 10:43:27 AM)

Total Marks: 1

Which of the following controls have gained critical importance in the modern computing age for two significant reasons.

▶ Select correct option:

- ☒ Access
- ☐ Communication
- ☐ Data Base
- ☐ Output

Question # 7 of 10 (Start time: 10:44:14 AM)

Total Marks: 1

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

Question # 8 of 10 (Start time: 10:45:11 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



Click here to Save Answer & Move to Next Question

Question # 9 of 10 (Start time: 10:46:41 AM)

Total Marks: 1

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.

 Select correct option:

- ☐ Hacker
- ☐ Intruder
- ☒ **Hactivist**
- ☐ Cracker

Question # 10 of 10 (Start time: 10:47:18 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**

_____ is known as the father of warehouse

Stephen hawking

Bill gates

Bill Inmon

Edgar Codd

Every industry has its own _____ which gives rise to a different set of sub-systems as part of the information system.

command structure

departmental structure

policies

responsibilities

Which of the following is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically?

CDA

MRP

CAD

CNC

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
MRP

Semi structured is a gray area which lies _____ the structured and unstructured range.

between
within
across
inside

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN
Product development process
Cognitive process
Planning process

CRM software requires highly integrated environment for high _____, which is rarely available.

Sale
Productivity
Promotion
Customer satisfaction

Question # 1 of 10

Total Marks: 1

Different levels and types of ----- may be required to address the risks to information

Select correct option:

- ☒ **Security**
- ☐ Authenticity
- ☐ Integrity
- ☐ None of any options

Question # 3 of 10

Total Marks: 1

Sasser, Netsky, and Sobig are all classified as:

Select correct option:

- ☐ DoS viruses
- ☒ Worm viruses **not sure**
- ☐ Virus hoaxes
- ☐ Trojan horses

Question # 4 of 10**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**Total Marks: 1**

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

[Click here to Save Answer & Move to Next Question](#)

Trojan horse virus stays dormant until a specific time or data condition is met

Select correct option:

- ☐ True
- ☒ **False**

Question # 7 of 10**Total Marks: 1**

_____ factor is not considered during OO Design?

Select correct option:

- Encapsulation
- Usability
- Information hiding
- Confidentiality

Question # 8 of 10**Total Marks: 1**

Worms can destroy data and programs as well as disrupt or even halt the operation of computer networks.

Select correct option:

☒ **True**

☐ False

[Click here to Save Answer & Move to Next Question](#)

Question # 9 of 10

Total Marks: 1

Which of the following are responsible for providing independent assurance to management on the appropriateness of the security objectives.

Select correct option:

☒ **Information Systems Auditors**

☐ Executive Management

☐ Security Managers

☐ Data owners

[Click here to Save Answer & Move to Next Question](#)

Question # 10 of 10

Total Marks: 1

There are typically _____ kinds of audit records

Select correct option:

☐ Three

☐ Four

☐ Five

☒ **Two**

[Click here to Save Answer & Move to Next Question](#)

Question # 1 of 10

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

Question # 2 of 10

A person either Hacker or Hactivist or cracker is actually an intruder.

Select correct option:

True

False

Question # 3 of 10

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 # 4 of 10

MIS uses duplication of components and data to cope with systems failures?

Select correct option:

True

False

Which of the following may attack executable programs?

Select correct option:

Viruses

Worms

Trojans

Sniffers

Question # 6 of 10

Dropper is an example of Trojans

Select correct option:

True

False

Question # 9 of 10

UPS stands for-----

Select correct option:

Un-interrupted power supplies

Un-eruptible power supplies

Uni-enterrupted power supplies

None of above options

Question # 10 of 10

The protection of information from unauthorized disclosure explains the concept of system and data _____.

Select correct option:

Completeness

Consistency

Reliability

Confidentiality

Question # 1 of 10 (Start time: 09:38:46 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 # 2 of 10 (Start time: 09:40:09 AM) Total Marks: 1

Intruder might try to remove hard disks is an example of Logical intrusion

Select correct option:

True

False

Question # 3 of 10 (Start time: 09:41:32 AM) Total Marks: 1

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.

Select correct option:

Hacker

Intruder

Hactivist

Cracker

Question # 4 of 10 (Start time: 09:42:07 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 # 5 of 10 (Start time: 09:42:45 AM) Total Marks: 1

Processing instructions carried out by the Operating system and application software should be monitored by implementation of controls.

Select correct option:

True

False

Question # 7 of 10 (Start time: 09:44:13 AM) Total Marks: 1

Traversing of a record of every keystroke, often called :

Select correct option:

Keystroke Monitoring

Logical Key Monitoring

Physical Key Monitoring

Primary Key Monitoring

Question # 8 of 10 (Start time: 09:45:15 AM) Total Marks: 1

Which of the following are normally skilled programmers, and have been known to crack system passwords, with quite an ease

Select correct option:

Hackers

Crackers

Hacktivists

Intruders

Question # 9 of 10 (Start time: 09:45:49 AM) Total Marks: 1

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

Question # 10 of 10 (Start time: 09:46:49 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 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 should be tailored in accordance with the organization's culture and structure.

- ▶ **True**
- ▶ False

Question No: 3 (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: 4 (Marks: 1) - Please choose one

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

- ▶ **True**
- ▶ False

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

Plans provide a direction but not framework for action.

- ▶ True
- ▶ **False**

Question No: 6 (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: 7 (Marks: 1) - Please choose one

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

- ▶ **True**
- ▶ False

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

Which of the following phase of decision making process involves checking the consequences of the decision made after implementation?

- ▶ Design
- ▶ Choice
- ▶ Implementation
- ▶ **Monitoring**

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

Which of the following is not one of the phases of “Decision Making”?

- ▶ Intelligence
- ▶ Design
- ▶ Choice
- ▶ **None of the given options**

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

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

- ▶ System
- ▶ Procedure
- ▶ **Organization**

Question No: 11 (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: 12 (Marks: 1) - Please choose one

In _____ managers make all decisions

- ▶ **Autocratic style**
- ▶ Participative
- ▶ Mixed Style

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

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

- ▶ Physical
- ▶ **Narrative**
- ▶ Graphical

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

System development 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: 15 (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: 16 (Marks: 1) - Please choose one

Which of the following model is a combination of the classic waterfall model and aspects of risk analysis?

- ▶ **Spiral**
- ▶ Iterative
- ▶ Water Fall
- ▶ Incremental

Question No: 17 (Marks: 1)

What are three dimensions of information?

Question No: 18 (Marks: 1)

What is data?

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.

Question No: 19 (Marks: 2)

What do you understand by Information Value chain? Give any example.

Information Value Chain

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.

Question No: 20 (Marks: 3)

Define internal environment and external environment of a system.

The external [environment](#)

A business converts inputs into outputs in order to make a [profit](#). However, the business does not exist in a vacuum, it exists within an [external environment](#) consisting of the actions of other players who are outside the business. The external environment consists of:

- [competitors](#)
- the economic system
- the social system
- the monetary system

- the political/legal system
- the environmental system.

Competitors actions affect the ability of the business to make [profits](#), because competitors will continually seek to gain an advantage over each other, by [differentiating](#) their [product and service](#), and by seeking to provide better [value](#) for money.

The economic system is the [organization](#) of the [economy](#) to allocate scarce [resources](#). The economy tends to go through periods of faster and slower [growth](#). Businesses prosper when the economy is booming and living [standards](#) are rising.

The social system is the fabric of ideas, [attitudes](#) and behavior patterns that are involved in human relationships. In particular businesses are influenced by consumer attitudes and behaviours which depend on such factors as the age structure of the population, and the nature of work and leisure.

The monetary system facilitates business exchange. Monetary activity is based around earning, spending, saving and borrowing. Money has been likened to the oil that lubricates the wheels of commerce. Monetary activity involves businesses in a web of relationships involving financial institutions (e.g. banks and building societies), creditors, [debtors](#), [customers](#) and suppliers. A key monetary influence for business is the [interest](#) rate. Higher [interest rates](#) increase business [costs](#) and act as a break on spending in the economy.

The political/legal system creates the rules and frameworks within which business operates. [Government policy](#) supports and encourages some business activities e.g. [enterprise](#), while discouraging others e.g. the creation of pollution.

The environmental system is the natural system in which life takes [place](#). Increasingly businesses have become aware of the relationship between their [economic activity](#) i.e. making goods and services for profits and the effects that this has on the environmental system.

The Internal Environment

An organization's *internal environment* is composed of the elements within the organization, including current employees, management, and especially corporate culture, which defines employee behavior. Although some elements affect the organization as a whole, others affect only the manager. A manager's philosophical or leadership style directly impacts employees. Traditional managers give explicit instructions to employees, while progressive managers empower employees to make many of their own decisions. Changes in philosophy and/or leadership style are under the control of the manager. The following sections describe some of the elements that make up the internal environment.

Question No: 22 (Marks: 10)

Discuss Data Mining with an example.

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.

Concept of Models Used in Decision Support System (DSS)

“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.

_____ is known as the father of warehouse

Stephen hawking

Bill gates

Bill Inmon

Edgar Codd

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

MRP

Question # 1 of 10 (Start time: 03:47:08 PM) 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 COntrls

Data Base Controls

Question # 2 of 10 (Start time: 03:47:48 PM) Total Marks: 1

Implementation of controls is a critical security feature of which of the following systems.

Select correct option:

Information

Business

System

Management

Question # 3 of 10 (Start time: 03:48:28 PM) 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: 03:49:32 PM) Total Marks: 1

Cryptography primarily consists of Two basic processes.

Select correct option:

True

False

Question # 6 of 10 (Start time: 03:50:03 PM) 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 # 7 of 10 (Start time: 03:50:37 PM) Total Marks: 1

Wireless computing devices are not subject to viruses.

Select correct option:

True

False

Question # 9 of 10 (Start time: 03:53:07 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

Discuss Prototyping Model to share your views for the following points:

1. Introduction:

Prototyping is the process of building a model of a system. In terms of an information system, prototypes are employed to help system designers build an information system that intuitive and easy to manipulate for end users. Prototyping is an iterative process that is part of the analysis phase of the systems development life cycle. A prototype is a working model that is functionally equivalent to a component of the product. In many instances the client only has a general view of what is expected from the software product. In such a scenario where there is an absence of detailed information regarding the input to the system, the processing needs and the output requirements, the prototyping model may be employed. This model reflects an attempt to increase the flexibility of the development process by allowing the client to interact and experiment with a working representation of the product. The developmental process only continues once the client is satisfied with the functioning of the prototype. At that stage the developer determines the specifications of the client

Computer Integrated Manufacturing (CIM).

Computer Integrated Manufacturing, known as CIM, is the expression used to explain the complete mechanization of a manufacturing plant, with all processes implementation under computer control and digital information tying them together. Quite often it was mistaken for the concept of a "lights out" factory. It includes CAD/CAM, computer-aided design/computer-aided manufacturing, CAPP, computer-aided process planning, CNC, computer numerical control machine tools, DNC, direct numerical control machine tools, FMS, flexible machining systems, ASRS, automated storage and retrieval systems, AGV, automated guided vehicles, use of robotics and automated conveyance, computerized scheduling and production control, and a business system integrated by a common data base. Computer-Integrated Manufacturing (CIM) in engineering is a method of manufacturing in which the entire production process is controlled by computer. The usually separated process methods are connected through a computer by CIM.

Impact to national economy

This integration permits the processes to replace information with each other and enable them to initiate actions. Through this integration, manufacturing can be faster and with fewer mistakes. Yet, the main benefit is the ability to create automated manufacturing

processes. Typically CIM relies on closed-loop control processes, based on real-time input from sensors. It is also known as flexible design and manufacturing. This technology contributes to several national economic prosperity goals. Its major contribution is to job creation and economic growth because it is an essential part of the new manufacturing infrastructure centered on computer-controlled manufacturing. For example, by contributing to reducibility and lower costs of "clean cars," CIM support software plays an important role in making clean cars more economically viable and giving U.S. industry advantage in the new generation of vehicles for world markets. It provides one of the tools which can be used to excel at the products and processes identified by the NEMI as essential for future competitiveness of U.S. electronics industry in world markets. It provides the potentials to work with new materials modified specifically to the needs of automotive, electronics, construction and aircraft industries, and is essential to the design and economic production of complicated new automobiles and airplane. Finally, CIM support software contributes to the harnessing of information technology because many of the bodily components of the information infrastructure, e.g., integrated circuits, can be manufactured more productively with reliance on CIM. CIM involves that there are at least two computers exchanging information, e.g. the controller of an arm robot and a microcontroller of a CNC machine.

Some factors involved when considering a CIM implementation are the production volume, the experience of the company or personnel to make the integration, the level of the integration into the product itself and the integration of the production processes. CIM is most useful where a high level of ICT is used in the company or facility, such as CAD/CAM systems, the availability of process planning and its data. Although none of what this says is correct.

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. and Job Definition Format (JDF) are becoming increasingly beneficial to printing companies to streamline their production process.

The heart of computer integrated manufacturing is CAD/CAM. Computer-aided design (CAD) and computer-aided manufacturing (CAM) systems are essential to reducing cycle times in the organization. CAD/CAM is a high technology integrating tool between design and manufacturing. CAD techniques make use of ***** technology to create similar geometries for quick retrieval. Electronic files replace drawing rooms.

CIM benefit According to the U.S. National Research Council, CIM get better production productivity by 40 to 750percent, as well as enhances engineering productivity and quality. CIM can also decrease design costs by 15 to 30 percent, reduce overall lead time by 20 to 60 percent, and cut work-in-process inventory by 30 to 60 percent. Managers who use CIM believe that there is a direct relationship between the efficiency of information management and the efficiency and the overall effectiveness of the manufacturing enterprise. Flexible machining systems (FMS) are extensions of ***** technology and cellular manufacturing concepts. Using integrated CAD/CAM; parts can be designed and programmed in half the time it would normally take to do the engineering. The part programs can be downloaded to a CNC machining center under the control of an FMS host computer. The FMS host can schedule the CNC and the parts needed to perform the work. Just in time (JIT) – A Japanese idea that inventory is manufactured (or acquired) only as the require for it happens or in time to be sold (or used). A major objective is to slash down on inventory investment.

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

After her third data processing clerk showed up at work with wrist brace, Ms. Jackson called a specialty firm to assess the design of their work environment. This firm specializes in _____:

Furniture layout

Video display terminals

Ergonomics

Lighting

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

Buying and selling of products, services and information via computer networks, primarily the Internet is :

E-Commerce

E-Business

Web Surfing

BPR

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

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: 6 (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: 7 (Marks: 1) - Please choose one

Which of the following includes assessment of controls already been implemented or planned, probability that they can be broken, assessment of potential loss despite such? Controls existing?

Control Analysis 164

Vulnerability Assessment

Risk Management

All of above

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

Likelihood Determination phase determines that a potential vulnerability could be exercised by a given threat-source.

True p---164

False

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

Which of the following likelihood level is true for the following: "The threat source lacks motivation or capability or controls are in place to prevent or at least significantly impede the vulnerability from being exercised."

High p---164

Low

Medium

None of these

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

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

Produce p---64

Sale

Purchase

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

Which of the following focus on detecting potentially abnormal behavior in function of operating system or request made by application software?

Active Monitors

Scanners

Anti virus

Behavior blockers p---151

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

The main source of bugs in computer programs is the complexity of decision making code.

True

False 148

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

Entity represents sources of data received by the system or destinations of the data produced by the system.

True p---115

False

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

The flowchart helps in locating and correcting errors also called debugging.

True p---114

False

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

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

Linking bridge p---115

Empty Space

Data Flows

Options a and b

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

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

Operational

Managerial

Strategic p---52

Question No: 17 (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 62

False

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

The comparison of the actual with the expected is done with the help of _____

Input element

Processing

Control mechanism p----29

Question No: 19 (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 p--97

False

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

Providing access to the data and behavior is through an objects interface is called

Polymorphism

Encapsulation

Message passing

Question No: 21 (Marks: 1) - Please choose one

Which of the following is a logical record of computer activities, usage, processing pertaining to an operating or application system or user activities?

Control Log

Control trial

Audit trail p---157

Question No: 22 (Marks: 1) - Please choose one

Control Trial can be used together with access controls to identify and provide information about users suspected of improper modification of data.

True

False p---157

Question No: 23 (Marks: 1) - Please choose one

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

True p---160

False

Question No: 24 (Marks: 1) - Please choose one

In assessing risks for an IT system, _____ is the first step.

To define the scope of the effort. P---161

Vulnerability Assessment

threat identification

No: 25 (Marks: 1) - Please choose one

Risk Management determines that a potential vulnerability could be exercised by a given threat-source.

True

False p---161

Question No: 26 (Marks: 1) - Please choose one

Risk management is often based on the experience, insight and intuition of program managers and key stakeholders in the program.

True

False

Question No: 27 (Marks: 1) - Please choose one

Active Attack is one of the types of Web Security information systems.

True p---172

False

Question No: 28 (Marks: 1) - Please choose one

IDS works in conjunction with routers and firewalls by monitoring network usage anomalies to protect a company's information systems resources from external as well as internal misuse.

True p---176

False

Question No: 29 (Marks: 1) - Please choose one

Business-to-business EC (B2B) is one of the types of E-Commerce.

True

False

Question No: 30 (Marks: 1) - Please choose one

Temporal CSFs in an organization, results from _____

Economic changes

Technological changes

Internal needs and changes p---133

Environmental changes

Question No: 31 (Marks: 1)

What indicates the symbol Arrow in the flow charts?

Entity,

Process,

Data Flow & Data Store

Question No: 32 (Marks: 1)

Define Unfreezing class of Change.

ANS

Unfreezing -- Preparing a situation for change by disconfirming existing attitudes and behaviors.

Question No: 33 (Marks: 2)

What are the physical threats to the information systems?

Types of Threat

Threats can be divided in to two broad categories

1. Physical threat

This refers to the damage caused to the physical infrastructure of the information systems. Examples are natural disasters (Fire, earth quake, flood), pollution, energy variations and physical Intrusion.

2. Logical

This refers to damage caused to the software and data without physical presence. Examples are viruses and worms, logical intrusion commonly referred to as hacking.

Physical threats

The risks of physical damage render the computer hardware becomes useless due to the damage caused to it by natural disasters (Fire, earth quake, flood), pollution-Dust, energy Variations. Reasonable measures should be taken to avoid undesirable consequences. Frequency/Probability of such past occurrences should be established for suitable remedial measures to be taken.

Energy Variations

They can disrupt not only the hardware but also the operational systems and applications systems. The total power needs of an organization need to be carefully assessed and provided for. Power supply must be monitored to ascertain the range of voltage fluctuations and take suitable steps to upgrade voltage control equipment.

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

There can be various remedies to avoid the damages caused by the power variations. Un-interruptible power supplies (UPS) can be used to help avoid the turning on and off of electrical equipment. Voltage regulators and circuit breakers can also be used to avoid undesirable results.

The design of security system must also provide for the total loss of power. Certain systems should not fail and should keep working in case of total loss. Power doors can be deactivated manually, should the staff want to exit manually. Alarms and fire extinguisher systems should not fail in the even of total power loss.

Physical threats

The risks of physical damage render the computer hardware becomes useless due to the damage caused to it by natural disasters (Fire, earth quake, flood), pollution-Dust, energy Variations. Reasonable measures should be taken to avoid undesirable consequences. Frequency/Probability of such past occurrences should be established for suitable remedial measures to be taken.

Question No: 34 (Marks: 2)

What is cryptography?

Cryptography

In literal terms, cryptography means science of coded writing. It is a security safeguard to render information unintelligible if unauthorized individuals intercept the transmission. When the information is to be used, it can be decoded. “The conversion of data into a secret code for the secure transmission over a public network is called cryptography.”

Question No: 35 (Marks: 3)

What is off-page connector?

Off-Page Connector

Use to connect remote flowchart portion on different pages. One flow line enters or exits.

Question No: 36 (Marks: 3)

What is access control? Give example

Access Controls

These controls establish the interface between the would-be user of the computer system and the computer itself. These controls monitor the initial handshaking procedure of the user with the operating system. For example when a customer enter the card and the pin code in an automatic teller machine (ATM), the access controls are exercised by the system to block unwanted or illegitimate access.

The identity of the user needs to be established before granting access. The user should be given access to the nature and kind of resources he is entitled to access. Actions taken by users to have access beyond the limits defined should be blocked and recorded.

Question No: 37 (Marks: 3)

List the Supply Chain Flows.

Supply chain management (SCM) is the process of planning, implementing, and controlling the operations of the supply chain with the purpose to satisfy customer requirements as efficiently as possible. 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. In literal terms, supply chain refers to the flow of materials from their sources (suppliers) to the company and then inside the company for processing. Today the concept is much broader, including flow of materials, information, payments, and services from suppliers to factories and warehouses to end customers. This reduces uncertainty and risks in the supply chain thereby positively affecting inventory levels, cycle time, business processes.

Question No: 38 (Marks: 5)

How the scanners are used as the technical control against the spread of viruses?

Scanners

They scan the operating system and application soft ware for any virus based on the viruses they contain. Every virus has a different bit pattern. These unique bit patterns act as an identity for the virus and are called signatures. These signatures are available in virus definitions. Every scanner contains in it certain virus definitions which in fact are signatures (bit patterns) for various kinds of virus. The scanner checks or scans the operating system and other application soft wares installed on the hard drives. While scanning, it checks the bit patterns in all software against the bit patterns contained in the virus definitions of the scanner. If they found similar, they are labeled as virus.

Question No: 39 (Marks: 5)

Can you classify E-Commerce into different classes? Idetify any five.

1. Business to Consumer (B2C)
 2. Business to Business (B2B),
 3. Business to Employee (B2E),
 4. Consumer to Consumer (C2C) and
 5. E-Government
- Government to Citizens/Customers (G2C)
 - Government to Business (G2B)
 - Government to Government (G2G)

Question No: 40 (Marks: 10)

What do you understand by Intruder? Classify and discuss intruders according to way they operate. Inadequate security over firewalls and operating systems may allow intruders to view internal addresses and use network services indiscriminately.

Internet Security Controls

Information Systems can be made secure from the threats discussed last slides. There is not a single control available to cater for the risk of vulnerabilities associated with web (Internet). Some of the solutions are:

- Firewall Security Systems
- Intrusion Detection Systems
- Encryption

Firewall Security Systems

Every time a corporation connects its internal computer network to the Internet it faces potential danger. Because of the Internet's openness, every corporate network connected to it is vulnerable to attack. Hackers on the Internet could break into the corporate network and do harm in a number of ways: steal or damage important data, damage individual computers or the entire network, use the corporate computer's resources, or use the corporate network and resources as a way of posing as a corporate employee. Companies should build firewalls as one means of perimeter security for their networks. Likewise, this same principle holds true for very sensitive or critical systems that need to be protected from entrusted users inside the corporate network.

Question No: 41 (Marks: 10)

Identify and define different levels of likelihood determination.

Likelihood Determination

- This phase determines that a potential vulnerability could be exercised by a given threat-source. Following table will help us to define and understand the likelihood definitions.

High

The threat source is highly motivated and sufficiently capable and controls to prevent the vulnerability from being exercised are ineffective

Medium

The threat source is motivated and capable but controls are in place that may impede the successful exercise of the vulnerability.

Low

The threat source lacks motivation or capability or controls are in place to prevent or at least significantly impede the vulnerability from being exercised.

The input to this phase is

- Threat source motivation
- Threat capacity
- Nature of vulnerability
- Current Controls

The output to this phase is a likelihood rating to be used further in the risk assessment process.

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

Factors of which of the following are basic elements of reducing manufacturing cost?

Brand

Cost

Production

Quality

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

ERP or enterprise systems control all major business processes with a single

software architecture in real time.

True

False

Question No: 3 (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: 4 (Marks: 1) - Please choose one

The objective of the entire risk management process is that no one should hamper the working of the smooth working of IS.

True p---167

False

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

If an organization can tolerate some downtime, cold sites backup might be appropriate.

True 170

False

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

Cryptography primarily consists of two basic processes.

True p---154

False

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

Logical intrusion skills needed to exploit logical exposures are more technical and complex as compared to physical exposures.

True p---151

False

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

Firewall is the primary method for keeping a computer secure from intruders.

True p---153

False

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

Where problem is recurring and repetitive, the common factors can be identified in order to identify a particular course of action is called -----Structured decisions

Unstructured decisions

Structured decisions

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

The use of software routines to tie up the computer hosting a Web site that denies legitimate visitor's access is called:
denial of service.

hacking.
spoofing
sniffing

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

Wireless computing devices are not subject to viruses.

True

False

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

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.

True p--139

False

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

The Internet's technological success does not depend on its principal communication tools, the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

True

False

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

Which of the following helps an organization in gaining competitive advantage in the use of processes, effectiveness and efficiency should also be kept in mind?

BPR p--129

CSF

SPR

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

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

True 102

False

Question No: 16 (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 p--94

False

Question No: 17 (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 p---62

CIM

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

Which of the following phase of decision making process involves searching for conditions in the environment that call for decisions?

Intelligence p----70

Design
Choice
Implementation

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

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.

True p---102

False

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

Rectangle shape in the flow charts represents_____

Decision p---106

Process
Terminator

Question No: 21 (Marks: 1) - Please choose one

_____ is a person who attempts to invade the privacy of the system.

Hacktivsts

Hackers p---152

Crackers

Question No: 22 (Marks: 1) - Please choose one

Characteristics of object are called _____

Methods

Attributes p--129

Status

Question No: 23 (Marks: 1) - Please choose one

Operations are usually called via _____

Functions

Signatures p---131

Methods

Question No: 24 (Marks: 1) - Please choose one

Web Site 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.

True

False p---157

Question No: 25 (Marks: 1) - Please choose one

Likelihood Determination phase sometimes determines that a potential vulnerability could not be exercised by a given threat-source.

True

False

Question No: 26 (Marks: 1) - Please choose one

Active Attack is one of the types of Web Security information systems.

True p---172

False

Question No: 27 (Marks: 1) - Please choose one

Business-to-business EC (B2B) is one of the types of E-Commerce.

True

False

Question No: 28 (Marks: 1) - Please choose one

Collaborative commerce is one of the types of B2B.

True

False

Question No: 29 (Marks: 1) - Please choose one

ERP Systems control all major business processes with single software architecture in real time.

True

False

Question No: 30 (Marks: 1) - Please choose one

Temporal CSFs in an organization, results from _____

Economic changes

Technological changes

Internal needs and changes

Environmental changes

Question No: 33 (Marks: 2)

What is an entity?

Entity

An entity is an object that exists and is distinguishable from other objects. An entity is described using a set of attributes. For example specific person, company, event, plant, crop, department, section, cost center.

Entity Set & attributes

An entity set is a set of entities of the same type that share the same properties

- All entities in an entity set have the same set of attributes, i.e. common characteristics e.g. names, addresses, date of birth, etc.
- Each entity set has a distinct attribute by which it can be easily identified, e.g. NIC no., employee no.

Example

- Bird is an entity
- The class of birds is an entity set
- The color of birds is an attribute

Question No: 36 (Marks: 3)

Define Risk Determination. Identify its inputs and outputs.

Risk Determination/Exposure Analysis

This phase relates to analyzing how much the information assets are exposed to various threats identified and thus quantifying the loss caused to the asset through this threat. This phase relates to analysis of both physical and logical threats and comprises of four steps. Four steps are usually followed while analyzing the exposure.

- Figure out whether there are any physical or logical controls in place
- Employees are interviewed
- Walk through's are conducted
- How reliable are these controls
- Check whether the firewall stops a virus from entering the organization's system
- Check whether the antivirus installed stops the virus from execution
- We cannot start an earthquake to see if the building can absorb shocks or not
- What is the probability that occurrence of threat can be successful against these controls
- Compare assets identified with threats identified to see if controls exists
- Estimate the probability of occurrence based on past experience and future apprehensions/expectations

• How much loss can occur due to the threat being successful

• scenarios are written to see how an identified potential threat can compromise control

Risk identification is often confused with risk mitigation. Risk mitigation is a process that takes place after the process of risk assessment has been completed. Let's take a look at various risk mitigation options.

- Risk assumption: To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level.
- Risk Avoidance: To avoid the risk by eliminating the risk cause and e.g. forgo certain functions of the system or shut down the system when risks are identified.
- Risk Limitation: To limit the risk by implementing controls that minimize the adverse impact of a threat's exercising a vulnerability e.g. use of supporting preventive and detective controls.
- Risk Planning: To manage risk by developing a risk mitigation plan that predicts implements and maintains controls.
- Research and acknowledgement: To lower the risk of loss by acknowledging vulnerability or flaw and researching controls to correct the vulnerability.
- Risk Transference: To transfer the risk by using other options to compensate loss such as purchasing insurance.

Question No: 37 (Marks: 3)

Differentiate CRM from ERP

ERP & CRM

Customer has become of critical importance in the modern day business. Early on, organizations used to focus more on how much has been sold what has been produced. But now the focus is quite different. Focus has been placed on the requirements of the customer, providing quality service and quickness of response to customer queries. Analysis of the customer data from their personal habits to spending one's have become a crucial element of doing a successful business. ERP has this unique potential to improve the quality of customer handling.

Question No: 39 (Marks: 5)

What do you understand by Disaster Recovery Planning?

Disaster Recovery Planning:

This typically details the process IT personnel will use to restore the computer systems. Disaster recovery plans may be included in the business continuity plan or as a separate document all together. Business continuity plan may not be comprehensively available in a non-critical environment but Disaster Recovery Plan should be there at least to manage and help organization to recover from disasters. A subcomponent of business continuity plan is the IT disaster recovery plan. IS processing is one operation of many that keep the organization not only alive but also successful, which makes it of strategic importance.

Question No: 40 (Marks: 10)

How can we compute the expected loss? Discuss the occurrence of threats.

Computing Expected Loss

In fourth step of the exposure analysis, the amount of expected loss is computed through following formula

$$A = B \times C \times D$$

1. A = Expected Loss
2. B = Chances (in %) of threat occurrence
3. C = Chances (in %) of Threat being successful
4. D = Loss which can occur once the threat is successful

Control Adjustment

This phase involves determining whether any controls can be designed, implemented, operated. The cost of devising controls should not exceed the expected potential benefit being en-cashed and the potential loss being avoided. The controls that could mitigate or eliminate the identified risk appropriate to the organization's operations are provided. The goal of the recommended controls is to reduce the level of risk to the IT system and its data to an acceptable level. Following factors should be considered in recommending controls and alternative solutions to minimize or eliminate identified risks.

- Effectiveness of recommended options
- Legislation and regulation
- Organizational policy
- Operational Impact
- Safety and reliability

The control recommendations are the results of the risk assessment process and provide the risk mitigation process during which the recommended procedural and technical security controls are evaluated, prioritized and implemented. It should be noted that not all possible recommended controls can be implemented to reach and to determine which ones are required and appropriate for a specific organization, a cost analysis, should be conducted for the proposed recommendations of controls to demonstrate that the costs of implementing the controls can be justified by the reduction in the level of risk. In addition, the operational impact and feasibility of introducing recommended option should be evaluated carefully during the risk mitigation process. The above decision takes into account consideration of following factors:

5. Personal judgment of the situation
6. Any information gained on desired/non-existing controls during the previous phases
7. Seek demands of users for an ideal control environment. Existing controls should not be totally discarded while adjusting controls. They can either be terminated totally, due to the threats not being there any more or existence of better controls or modification for betterment, this phase should consider the security to be cost effective, and integrated.

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

Factors of which of the following are basic elements of reducing manufacturing cost?

Cost

Production

Quality
Brand

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

Past court decisions have stated that privacy must be balanced against the needs of society.

True

False

Question No: 4 (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: 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

Business-to-business EC (B2B) is one of the types of ECommerce.

True

False

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

Which of the following is not considered Risk Management?

- On a daily basis, a manager analyses a situation and decides what actions should be taken, if any, given the uncertainties being faced.
- Risk Management addresses actions to resolve a program's problems.
- A systematic approach to setting the best course of action by identifying and acting on risk issues An RBM tool that helps to address potential problems that could interfere with the achievement of results.

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

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

Vulnerability

Threat Identification
Audit Trial
Likelihood Identification

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

Which of the following may include program code of application softwares, technical manuals, user manuals etc?

Documentation

Audit Trial
Control Trial
None of these

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

Documentation may include program code of application softwares, technical manuals, user manuals etc.

True

False

Question No: 12 (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: 13 (Marks: 1) - Please choose one

Active Monitor software serves the concurrent monitoring as the system is being used.

True

False

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

Which of the following is some action or event that can lead to a loss?

Threat

Damage
Accident
None of above

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

Which of the following is the characteristic of being able to assign a different meaning or usage to something in different contexts - specifically?

OOP

Polymorphism

Encapsulation
Inheritance

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

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

Linking bridge

Empty Space
Data Flows

Options a and b

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

If a flow chart become complex it is better to use connector symbols to reduce to number of flow lines.

True

False

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

Information products made more valuable by their attributes, characteristics, or qualities

TRUE

FALSE

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

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary

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

Feed back is the integral part of the _____

Open system

Close System

Closed Loop System

Question No: 21 (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: 22 (Marks: 1) - Please choose one

Arrow is also called _____

Dotted line

Process

Flow line

Question No: 23 (Marks: 1) - Please choose one

Rectangle shape in the flow charts represents _____

Decision

Process

Terminator

Question No: 24 (Marks: 1) - Please choose one

_____ is a person who attempts to invade the privacy of the system.

Hacktivsts

Hackers

Crackers

Question No: 25 (Marks: 1) - Please choose one

_____ usually identified by the phrase "is a kind of."

Inheritance

Class

Object

Question No: 27 (Marks: 1) - Please choose one

An event-oriented log usually contain records describing system events, application events, or user events.

True

False

Question No: 28 (Marks: 1) - Please choose one

Threat source motivation is an output for Likelihood determination

True

False

Question No: 29 (Marks: 1) - Please choose one

BPR 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: 30 (Marks: 1) - Please choose one

Organizational Development is one of the types of Change.

True

False

Question No: 31 (Marks: 1)

Define Risk Mitigation.

Risk mitigation is a process that takes place after the process of risk assessment has been completed.

Let's take a look at various risk mitigation options.

- Risk assumption: To accept the potential risk and continue operating the IT system or to implement controls to lower the risk to an acceptable level.
- Risk Avoidance: To avoid the risk by eliminating the risk cause and e.g. forgo certain functions of the system or shut down the system when risks are identified.
- Risk Limitation: To limit the risk by implementing controls that minimize the adverse impact of a threat's exercising a vulnerability e.g. use of supporting preventive and detective controls.
- Risk Planning: To manage risk by developing a risk mitigation plant that predicts implements and maintains controls.
- Research and acknowledgement: To lower the risk of loss by acknowledging vulnerability or flaw and researching controls to correct the vulnerability.
- Risk Transference: To transfer the risk by using other options to compensate loss such as purchasing insurance.

Question No: 32 (Marks: 1)**What are the value sets?****Value Sets**

Each attribute has a Value Set (domain) i.e. defined parameters or the range in which value of the attribute may fall, e.g.

For Example:

Range of age allowed for employees is between 18 and 60, we can specify the value set of the age attribute of the EMPLOYEE to be the numbers between 18 and 60.

Attribute Types

There are four types of attributes

• Single / composite :

- Single – a single value completely defines the attributes. E.g. The figure 27 represents the age (attribute) of a person (entity)

- Composite – More than one values are required to explain the attribute e.g address includes house no., street no., postal code, etc for its complete explanation.

• Single / multi-valued:

- a. Single – as explained above

- b. Multi-valued – Where an attribute can have more than one value. E.g. An individual may have qualification. This is an attribute. If a person possesses more than one qualification

- **Null** : is a blank read as zero value. E.g. the various categories of graduation degrees (B.A., B.Com., BSc, etc) will apply to graduates and not to non-graduates and would be read as “Not Applicable”.

- **Derived** : is information provided on the basis of a unique attribute e.g. customer ID, Employee ID, Student ID. Relevant dependant information can be obtained/derived through the said attribute.

Question No: 33 (Marks: 2)**What are the purposes of the Objects?****An object is defined as**

“an abstraction of something in a problem domain, reflecting the capabilities of the system to keep information about it, interact with it, or both.”

Coad and Yourdon (1990)

An object is any abstraction that models a single concept.

Another Definition of object

“A concept, abstraction, or thing with crisp boundaries and meaning of the problem at hand. Objects serve two purposes. They promote understanding of the real world and provide a practical basis for computer implementation.”

Rumbaugh et al. (1991)

Components of object

According to Booch, there are three components of object. Objects have state, behavior and identity.

- Identity: Who is it?

Each object has unique identity.

- Behavior: What can it do?

What an object can do, how it can respond to events and stimuli.

- State: What does it know?

The condition of an object at any moment, affecting how it can behave

Real-world objects share two characteristics: They all have state and behavior.

For example,

- Dogs have state (name, color, breed, hungry) and behavior (barking, fetching, wagging tail).

- Bicycles have state (current gear, current pedal cadence, two wheels, number of gears) and behavior

(braking, accelerating, slowing down, changing gears).

Objects –

Examples

Software objects are modeled after real-world objects in that they too have state and behavior. We might want to represent real-world dogs as software objects in an animation program or a real-world bicycle as software object in the program that controls an electronic exercise bike.

Question No: 34 (Marks: 2)

What do you understand by Intrusion Detection Systems?

Intrusion Detection Systems (IDS)

Another element to securing networks is an intrusion detection system (IDS). IDS is used in complement to firewalls. 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.

Types of IDS includes:

- **Signature-based:** These IDS systems protect against detected intrusion patterns. The intrusive patterns they can identify are stored in the form of signatures.
- **Statistical-based:** These systems need a comprehensive definition of the known and expected behaviour of systems.
- **Neural networks:** An IDS with this feature monitors the general patterns of activity and traffic on the network and creates a database. 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. A combination of signature- and statistical –based models provides better protection. IDS is used as part of the network. It may be used in the form of hardware and software or a software may only be installed on the server. An IDS is located in between firewall and corporate network and works in compliment with the firewall. However it can also be installed before the fire wall. IDS helps to detect both on-site unauthorized access through network based IDS, and remote unauthorized access through the use of host based IDS. Biometrics may also be used. However biometrics helps to prevent only on site illegal access. A log can be maintained in an IDS to detect and observe attempts of intrusions made and those successful. IDS is more concerned with recording and detecting intrusions. For blocking intrusions, an other system called Intrusion Prevention System (IPS) is used which takes input from IDS. IDS reports the IP addresses that are attacking the organizational network.

40.4 Components of an IDS

An IDS comprise of following components:

- **Sensors** that are responsible for collecting data. The data can be in the form of network packets, log files, system call, traces, etc.
- **Analyzers** that receive input from sensors and determine intrusive activity
- **An administrative console** – it contains intrusion definitions applied by the analyzers.
- **A user interface**

Host-based IDS

The HIDS reside on a particular computer and provide protection for a specific computer system. They are not only equipped with system monitoring facilities but also include other modules of a typical IDS, for example the response module HIDS can work in various forms.

1. Systems that monitor incoming connection attempts. These examine host-based incoming and outgoing network connections. These are particularly related to the unauthorized connection attempts to various protocols used for network communication such as

- TCP (Transmission Control Protocol) or
- UDP (User Datagram Protocol) ports and can also detect incoming portscans.

2. Systems that examine network traffic that attempts to access the host. These systems protect the host by intercepting suspicious packets and scanning them to discourage intrusion.

- Network Traffic – data travel in the form of packets on network
- Packet – a specific amount of data sent at a time

Network Based IDS

The network-based type of IDS (NIDS) produces data about local network usage. The NIDS reassemble and analyze all network packets that reach the network interface card. For example, while monitoring traffic, The NIDS's capture all packets that they see on the network segment without analyzing them and just focusing on creating network traffic statistics. Honeynet (s) – does not allow the intruder to access actual data but leaves the intruder in a controlled environment which is constantly monitored. Monitoring provides information regarding the approach of the intruder.

Components of IDS

An IDS comprises on the following:

- Sensors that are responsible for collecting data. The data can be in the form of network packets, log files, system call traces, etc.
- Analyzers that receive input from sensors and determines intrusive activity.
- An administration console
- A user interface.

Features of IDS

The features available in an IDS includes:

- Intrusion Detections
- Gathering evidence on intrusive activity
- Automated response (i.e. termination of connection, alarm messaging)
- Security policy
- Interface with system tools
- Security policy management

Limitations of IDS

An IDS can not help with the following weaknesses :

- Incorrectness or scope limitation in the manner threats are defined
- Application-level vulnerabilities
- Backdoors into application
- Weakness in identification and authentication schemes

Question No: 36 (Marks: 3)

What is the purpose of decision symbol in the flow chart?

Flow Chart

"A schematic representation of a sequence of operations as in a manufacturing process or computer

program."

Introduction

Flowchart is the most commonly used design and analysis technique. The diagrammatic presentation gives a quick understanding of the business processes and flows.

Symbols

Although there are many symbols used proposed by various standards, but we would discuss some of the most commonly used symbols. Understanding symbols representing functions, flows, etc may be more readily understood by those who have some knowledge of the symbols. From a technical or academic point of view, we have to know what symbols are used for various functions, etc.

Arrow

The usual direction of the flow of a procedure or system is from left to right or top to bottom. Ensure that the flowchart has a logical start and finish.

Terminator

Only one flow line is used in conjunction with terminator symbol.

Process

Only one flow line should come out from a process symbol.

Decision

Only one flow line should enter a decision symbol, but two or three flow lines, one for each possible answer, should leave the decision symbol

Connectors

If the flowchart becomes complex, it is better to use connector symbols to reduce the number of flow lines. Avoid the intersection of flow lines if you want to make it more effective and better way of communication.

Predefined Process

This represents a named process consisting of one or more operations or program steps specified elsewhere

Question No: 37 (Marks: 3)

What are hackers?

A person making an intrusion is generally termed as intruder. However, he can be classified according to the way he operates. Possible perpetrators include:

- Hackers
- Hacktivists
- Crackers

Hackers

A hacker is a person who attempts to invade the privacy of the system. In fact he attempts to gain an unauthorized entry to a computer system by circumventing the system's access controls. Hackers are normally skilled programmers, and have been known to crack system passwords, with quite an ease. Initially hackers used to aim at simply copying the desired information from the system. But now the trend has been to corrupt the desired information.

Hactivists

This 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.

Crackers

There are hackers who are more malicious in nature whose primary purpose or intent is to commit a crime through their actions for some level of personal gain or satisfaction. The

terms hack and crack are often used interchangeably. Its very common for hackers to misuse passwords and Personal identification number, in order to gain unauthorized access.

Passwords

“Password is the secret character string that is required to log onto a computer system, thus preventing unauthorized persons from obtaining access to the computer. Computer users may password-protect their files in some systems.”

Misuse of passwords

A very simple form of hacking occurs when the password of the terminal under the use of a particular employee is exposed or become commonly known. In such a situation access to the entire information system can be made through that terminal by using the password. The extent of access available to an intruder in this case depends on the privilege rights available to the user.

33.5 Best Password practices

- Keep the password secret – do not reveal it to anyone
- Do not write it down – if it is complex, people prefer to save it in their cell phone memory, or write on a piece of paper, both of these are not preferred practices.

Question No: 38 (Marks: 5)

Identify the objective and scope of security.

Security of Information System

The information systems are vulnerable to modification, intrusion or malfunctioning. Hence they need to be secured from all these threats by devising a sound security system.

“Information assets are secure when the expected losses that will occur from threats eventuating over sometime are at an acceptable level.”

28.1 Security Issues

Some losses will inevitably occur in all environments. So eliminating all possible losses is either impossible or too costly. Level of losses should be specified. The level of losses decided should be linked with a time period in which the occurrence would be tolerated. The definition mentions threats, which can be either

- Physical, (e.g. Theft, rain, earthquake, disasters, fire) or
- Logical (e.g intrusion, virus, etc)

Examples of intrusion

The security might be required to stop unauthorized access to the financial system of a bank from executing fraudulent transactions. The purpose of intrusion may not only be to damage the database of the company but may be limited to stealing customer list for personal use transferring money illegally. An employee before leaving the company may have to be stopped from data manipulation, though he is having authorized access to the system.

Management’s responsibility

Executive management has a responsibility to ensure that the organization provides all users with a secure information systems environment. Importance for security should be sponsored by the senior management. This would make employees/users of IS, feel the importance of secure environment in which the IS works and operates un-tampered.

Importance of Security

Sound security is fundamental to achieving this assurance. Furthermore, there is a need for organizations to protect themselves against the risks inherent with the use of information systems while simultaneously recognizing the benefits that can accrue from having secure information systems. Thus, as dependence on information systems increases, security is universally recognized as a pervasive, critically needed, quality.

28.2 Security Objective

Organization for Economic Cooperation & Development, (OECD) in 1992 issued “Guidelines for the Security of Information Systems”. These guidelines stated the security objective as

“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.”

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

The relative priority and significance of availability, confidentiality, and integrity vary according to the data within the information system and the business context in which it is used.

28.3 Scope of Security

The concept of security applies to all information. Security relates to the protection of valuable assets against loss, disclosure, or damage. Valuable assets are the data or information recorded, processed, stored, shared, transmitted, or retrieved from an electronic medium. The data or information must be protected against harm from threats that will lead to its loss, inaccessibility, alteration or wrongful disclosure.

Types of Information Assets

The question is what needs to be protected in an Information systems environment? In a manual environment, usually the records kept in hard form are the main information assets to be safeguarded against various threats. In computerized environments the sensitivity of the record being kept is enhanced.

Information Assets can be classified as follows:

28.4 Security Policy

The organization that is concerned with protecting its information assets and information system should devise a security policy to be communicated formally to all concerned in an organization. The security policy should support and complement existing organizational policies. The thrust of the policy statement must be to recognize the underlying value of, and dependence on, the information within an organization.

Contents of Security Policy

Security policy is a critical document which should be designed to include almost all aspects of security issues.

- The importance of information security to the organization;
- A statement from the chief executive officer in support of the goals and principles of effective information security;
- Specific statements indicating minimum standards and compliance requirements for specific areas:
- Assets classification;
- Data security;
- Personnel security;
- Physical, logical, and environmental security;
- Communications security;
- Legal, regulatory, and contractual requirements;
- System development and maintenance life cycle requirements;
- Business continuity planning;
- Security awareness, training, and education;
- Security breach detection and reporting requirements; and
- Violation enforcement provisions
- Definitions of responsibilities and accountabilities for information security, with appropriate separation of duties;
- Particular information system or issue specific areas; and
- Reporting responsibilities and procedures

Security Program

“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.”

The first security review conducted is often a major exercise

Conducting Security Program

There are certain steps which need to be undertaken for conducting a security program.

Preparation of Project Plan

In this phase the review objectives of the security program are specified. The scope of the work to be done needs to be defined at the outset. Since there are possibilities of getting bogged down into the unnecessary details? This would help avoid too much of unnecessary work which may be undertaken with little benefit ahead.

Major components of the project plan

- Objectives of the review: There has to be a definite set of objectives for a security review e.g. to improve physical security over computer hardware in a particular division, to examine the adequacy of controls in the light of new threat to logical security that has emerged, etc.
- Scope of the review: if the information system is an organization wide activity, what needs to be covered has to be defined, e.g. scope will determine the location and name of computers to be covered in the security review, etc.
- Tasks to be accomplished – In this component, specific tasks under the overall tasks are defined e.g. compiling the inventory of hardware and software may be one of many specific tasks to be undertaken for security review.
- Organization of the project team – A team is organized based on the needs of the security review.
- Resources budget – What resources are required for conducting security review.
- Schedule for task completion – Dates by which the tasks should be completed along with the objectives to be achieved.

28.6 Identification of Assets

Identifying assets is the primary step in determining what needs to be protected. The classification of information assets is already stated above. Unless the assets are defined, the related risks cannot be determined that easily.

Ranking of Assets

The assets identified earlier should be given a rank according to the importance they have. Following are the critical issues

- Who values the asset? – Various interested groups (end user, programmer, etc) may be asked to rank the assets in accordance with the criticality of usage and importance to them and to the organization e.g.
 - a scale between 0 to 10 can be used for this purpose.
 - Degrees of importance may be defined as very critical, critical, less critical, etc.
- How the asset is lost? – a customer master file might be accidentally damaged but the impact of being stolen would be higher.
- Period of obsolescence – within what time the asset becomes of no use without being used. As time passes by, assets keep losing value which also affects the security review.

Threat Identification

“A threat is some action or event that can lead to a loss.”

During this phase, various types of threats that can eventuate and result in information assets being exposed, removed either temporarily or permanently lost damaged destroyed or used for unauthorized purposes are identified.

Question No: 39 (Marks: 5)

Identify and define the types of active attacks.

The concept of Web

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. The receiver does not know if the message came from the address specified as the return address in the packet. Other protocols correct some of these drawbacks.

39.1 Web Security Threats

There are two major classes of security threats

- Passive Attacks
- Active Attacks

39.2 Passive attacks

This class of network attacks involves probing for network information. These passive attacks can lead to actual active attacks or intrusions/penetrations into an organization's network. 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.

Types of Passive attacks Examples of passive attacks that gather network information include the following:

- Network Analysis
- Eavesdropping
- Traffic Analysis

39.3 Active Attacks

Once enough network information has been gathered, the intruder will launch an actual attack against a targeted system to either gain complete control over that system or enough control to cause certain threats to be realized. This may include obtaining unauthorized access to modify data or programs, causing a denial of service, escalating privileges, accessing other systems. They affect the integrity, availability and authentication attributes of network security.

39.4 Types of Active attacks

Common form of active attacks may include the following:

- Masquerading – involves carrying out unauthorized activity by impersonating a legitimate user of the system.
- Piggybacking – involves intercepting communications between the operating system and the user and modifying them or substituting new messages.
- Spoofing – A penetrator fools users into thinking they are interacting with the operating system. He duplicates logon procedure and captures pass word.
- Backdoors/trapdoors – it allows user to employ the facilities of the operating system without being subject to the normal controls.
- Trojan Horse – Users execute the program written by the penetrator. The program undertakes unauthorized activities e.g. a copy of the sensitive data.

39.5 Threat Impact

It is difficult to assess the impact of the attacks described above, but in generic terms the following types of impact could occur:

- Loss of income
- Increased cost of recovery (correcting information and re-establishing services)
- Increased cost of retrospectively securing systems
- Loss of information (critical data, proprietary information, contracts)

- Loss of trade secrets
- Damage to reputation
- Degraded performance in network systems
- Legal and regulatory non-compliance
- Failure to meet contractual commitments

39.6 Methods to avoid internet attacks:

1. Define the problem

The start of handling the problem would be to know the problem or the security threat seeking management's attention. Only then can the people be appointed to address the threat. Greatest concern about network attacks is finding the right people to handle daily network security operations. It's critical that you have key people with the right experience and background. There's no magic bullet, it doesn't come because we buy nice software and put it in our budget and have a nice appliance somewhere. It's got to be through the use of people. They have to be well-trained.

2. Consolidate standards and purchasing power

Internet attacks, as discussed can be from various sources. The attackers tend to be more creative by identifying new weaknesses in the systems. All major threats the management feels the information systems is vulnerable to should be consolidated. This would help in identifying standards and security products which can help in securing the system against that particular set of internet attacks. There are instances where the organizations end up buying more than one security products to address the same security threat, thus increasing investment.

3. Think risks

The network attackers are getting smarter every day. Organizations and people want their data to be protected. Businesses must operate within a similar risk management culture. A comprehensive risk based approach starting from identifying risks may be a better solution.

4. Fix configurations

Configuration management is going to be very important. Without configuration standards, applying software security tools becomes too costly. If a laptop is misconfigured or doesn't have the right security software, the next step should be to deny network access to that laptop until it meets the standard. Enforcing safe software configurations is especially critical on mobile devices that use wireless connections to access agency networks. With good configuration management practices, agencies can provide centrally managed security and still protect handheld and mobile devices.

5. Better people mean more secure networks

The shortage of trustworthy people with IT security skills is a chronic problem that is unlikely to ever disappear. Enough engineers and computer scientists should be trained in computer security skills getting people with the right technical background to do the work has been the biggest need of all.

6. Identify problems early and react fast

The most common approach to computer and network security is to wait for an attack and then go after it. The organization's management needs to be more proactive with embedded security services to get ahead of significant threats before they can pull the company off its routine operations.

Question No: 40 (Marks: 10)

Differentiate the following :

Entity vs Entity Set

Entity

An entity is an object that exists and is distinguishable from other objects. An entity is described using a set of attributes. For example specific person, company, event, plant, crop, department, section, cost center.

Entity Set & attributes

- An entity set is a set of entities of the same type that share the same properties
- All entities in an entity set have the same set of attributes, i.e. common characteristics e.g. names, addresses, date of birth, etc.
- Each entity set has a distinct attribute by which it can be easily identified, e.g. NIC no., employee no.

Example

- Bird is an entity
- The class of birds is an entity set
- The color of birds is an attribute

Encapsulation vs Inheritance

Encapsulation

Encapsulation means information hiding. For instance, when the Play Button is pressed, the tape is played. However the actual process of how the tape is played is not visible. Another example can be given of banking software. The banking software contains an option of computation of profit, when the option is activated the amount is computed as and when required, however, the actual steps when performed remain invisible to the user.

Inheritance

Inheritance is usually identified by the phrase "is a kind of." For example, the term "automobile" is a generalization of "van", "car", "truck", and many others. Conversely, we can say that since cars are automobiles so they inherit all the properties common to all the automobiles e.g. engine, steering, etc. but capacity and type of engine, size of steering will be different from each class, based on these differences sub-classes are created. Two concepts are used in relation to inheritance; generalization and specialization. Classification is hierarchical in nature, a vehicle may be classified as truck or car, a car may further be Sub- classified as hatchback or sedan or sports or SUV. Moving up the hierarchy is terms as generalization and down the hierarchy is referred to as specialization.

Polymorphism

Polymorphism is derived from Greek language meaning "having multiple forms"). Polymorphism is the characteristic of being able to assign a different meaning or usage to something in different contexts - specifically, to allow an entity such as a variable, a method, or an object to have more than one form.

Question No: 41 (Marks: 10)

There are many Internet Security Systems , one of them is Firewall System. Explain in your own words what do you understand by Firewall and how it protects from Internet attacks?

Firewall

Firewall is the primary method for keeping a computer secure from intruders. A firewall allows or blocks traffic into and out of a private network or the user's computer. Firewalls are widely used to give users secure access to the Internet as well as to separate a company's public Web server from its internal network. Firewalls are also used to keep internal network segments secure; for example, the accounting network might be vulnerable to snooping from within the enterprise. In the home, a personal firewall typically comes with or is installed in the user's computer. Personal firewalls may also detect outbound traffic to guard against spy

ware, which could be sending your surfing habits to a Web site. They alert you when software makes an outbound request for the first time. In the organization, a firewall can be a stand-alone machine or software in a server. It can be as simple as a single server or it may comprise a combination of servers each performing some type of firewall processing.

Types of Controls

Implementation of controls is a critical security feature of information systems. They block and detect various forms of intrusion and protect various components of the entire information systems, are these telecommunication lines or computer software's and hard wares.

1. **Access Controls** – Controlling who can access the system.
2. **Input Controls** – Controls over how the data is input to the system.
3. **Communication Controls** – Controls over the transfer of data between LAN, WAN or internet.
4. **Processing Controls** – controlling the processing of data
5. **Database Controls** – Securing the most important asset of the organization
6. **Output controls** – controlling the privacy of the data.

Cryptography

In literal terms, cryptography means science of coded writing. It is a security safeguard to render information unintelligible if unauthorized individuals intercept the transmission. When the information is to be used, it can be decoded. "The conversion of data into a secret code for the secure transmission over a public network is called cryptography."

Encryption & Decryption

Cryptography primarily consists of two basic processes. These processes are explained through a diagram.

- Encryption – the process of converting data into codes (cryptograms)
- Decryption – the process of decoding the code arrived at data actually encrypted

The above processes give rise to two forms of data

- Clear text – it is the data to be encrypted.
- Cipher text – it is the code created out of data after encryption

Identification & Authentication

Access controls focus on the correct identification of the user seeking permission to access the system. There can be various sources of identifying and authenticating the user.

- What a user remembers – name, birthdate, password
- What a user possesses – badge, plastic card
- What a user is – personal characteristics

34.3 Biometrics

Identification of an individual through unique physical characteristics is proving to be quite safe and secure for allowing access. The study of personal characteristics has been extensively used for identification purposes. Biometrics can be defined as study of automated methods for uniquely recognizing humans based upon one or more intrinsic physical or behavioral traits.

Scope of Biometrics

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

In addition to the aforesaid access controls, there may be

1. Input controls – controls over correct data entry
2. Communications controls – controls over transporting data safely through local area networks (LAN's) or wide area networks (WAN's).
3. Processing controls – Controls over the integrity of processing instructions being executed by the operating system and application software's.
4. Database controls – implemented to maintain the integrity of the database.
5. Output controls – controls over providing right content to the users.

Audit trails and logs

An audit trail is a logical record of computer activities/usage/processing pertaining to an operating or application system or user activities. An information system may have several audit trails, each devoted to a particular type of activity. All these audit trails are primarily extracted from the audit log recorded on chronological basis. The audit log is maintained only for the list of activities specified for which the log is to be maintained. The information can be recorded varies including but not limited to

- 1. Time stamp for the log in/out time**
- 2. Terminal in use**
- 3. Files accessed**
- 4. Transactions performed**
- 5. Amendments made**

Audit trails can provide a means to help accomplish several security-related objectives, including individual accountability, reconstruction of events (actions that happen on a computer system), intrusion detection, and problem analysis, as well as evidence of the correct processing regimes within a system

There are typically two kinds of audit records:

- (1) An event-oriented log** ---- this usually contain records describing system events, application events, or user events. An audit trail should include sufficient information to establish what events occurred and who (or what) caused them.
- (2) A record of every keystroke**---- often called keystroke monitoring. 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. Keystroke monitoring is usually considered a special case of audit trails.

35.1 Documentation

Audit trails and logs are a form of documentation which helps in reviewing various activities undertaken by various users. Any alterations and modifications made in the documentation should be logged as well for monitoring the integrity. Documentation may include program code of application softwares, technical manuals, user manuals and any other system-related documentation. This would help to see that data is not modified on the instructions of the users. Log of all amendments should be supported by proper authorization by responsible officers.

Accountability through audit trails

Audit trails are technical mechanism that helps managers maintains individual accountability. Users can be identified by the log being maintained. Users are informed of what the password allows them to do and why it should be kept secure and confidential. Audit trails help to provide variants from normal behavior which may lead to unauthorized usage of resources. For example

- 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).
- An audit trail may record "before" and "after" images, also called snapshots of records.

36.1 Phases of Risk Management

Following are various phases of SDLC

- System Characterization
- Threat Identification
- Vulnerability Identification
- Control Analysis
- Likelihood Determination
- Impact Analysis
- Risk Identification
- Control Recommendation
- Results Documentation
- Implementation
- Monitoring

Types of recovery Strategies

Disaster recovery must meet two requirements. First, The minimum application and application data requirements. Second, the time frame in the application and applications data requirements must be made available. Following are the various recovery strategies.

1. Cold Site
2. Hot Site
3. Warm Site
4. Reciprocal agreement
5. Third Party arrangements

Cold sites

If an organization can tolerate some downtime, cold sites backup might be appropriate. A cold site has all the facilities needed to install a information system raised floors, air conditioning, power, communication lines and so on. The cold site is ready to receive equipment, but does not offer any components at the site in advance of the need. Activation of site is may take several weeks depending on the size of information processing facility.

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.

Warm sites

They are partially configured, usually with network connections and selected peripheral equipment, such as disk drives, tape drives and controllers, but without the main computer. Sometimes a warm site is equipped with a less powerful CPU, than the one generally used. The assumption behind the warm site concept is that the computer can usually be obtained quickly for emergency installation and since, the computer is the most expensive unit, such a arrangement is less costly than a hot site. After the installation of the needed components the site can be ready for service within hours; however, the location and installation of the CPU and other missing units could take several days or weeks.

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 participant must maintain sufficient capacity to operate another's critical systems. Reciprocal agreements are often informal in nature.

Third Party arrangements

Apart from having a give-and-take relationship with other organizations, an agreement may also be signed with third party vendors so as to outsource the disaster recovery process. The responsibility of the site development lies completely with the third party. The shift in responsibility can help organization to stop worrying of the recovery site all the time.

40.1 Internet Security Controls

Information Systems can be made secure from the threats discussed last slides. There is not a single control available to cater for the risk of vulnerabilities associated with web (Internet). Some of the solutions are:

- Firewall Security Systems
- Intrusion Detection Systems
- Encryption

40.2 Firewall Security Systems

Every time a corporation connects its internal computer network to the Internet it faces potential danger. Because of the Internet's openness, every corporate network connected to it is vulnerable to attack. Hackers on the Internet could break into the corporate network and do harm in a number of ways: steal or damage important data, damage individual computers or the entire network, use the corporate computer's resources, or use the corporate network and resources as a way of posing as a corporate employee. Companies should build firewalls as one means of perimeter security for their networks. Likewise, this same principle holds true for very sensitive or critical systems that need to be protected from entrusted users inside the corporate network. 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.

To be effective, firewalls should allow individual on the corporate network to access the Internet and at the same time, stop hackers or others on the Internet from gaining access to the corporate network to cause damage. Generally, most organizations can follow any of the two philosophies

- **Deny-all philosophy** -- which means that access to a given resource will be denied unless a user can provide a specific business reason or need for access to the information resource.

- **Accept All Philosophy** -- under which everyone is allowed access unless someone can provide a reason for denying access. System reports may also be generated to see who attempted to attack to system and tried to enter the firewall from remote locations. 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, and they can be as simple or complex as the corporate security policy demands. There are many types of firewalls, but most enable organization to:

- Block access to an organization sites on the Internet
- Limit traffic on an organization's public services segment to relevant addresses.
- Prevent certain users from accessing certain servers or services.
- Monitor communications between an internal and an external network
- Monitor and record all communications between an internal and the outside world to investigate network penetrations or detect internal subversion.

- Encrypt packets of data that are sent between different physical locations within an organization by creating a VPN over the Internet.
- Firewalls encrypt packets that are sent between different physical locations within an organization by creating a VPN over the Internet. The capabilities of some firewalls can be extended so that they can also provide for protection against viruses and attacks directed to exploit known operating system vulnerabilities. Remote Location server protected by firewalls and IDS further complemented by IPS (Intrusion Prevention system) – Defining Specific ranges of IP addresses that may access the location with defined rights.

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. Ebusiness is a broad definition of EC, not just buying and selling, but also servicing customers, collaborating with business partners, and conducting electronic transactions within an organization.

41.2 E-Commerce vs. E-Business

Since both the terms are quite commonly used interchangeably, the scope is often confused likewise. All e-commerce is part of e-business. Not all e-business is e-commerce. E-business means using the internet and online technologies to create operating efficiencies, and therefore increase value to the customer. It is internally focused. Think swift integration of planning, sourcing, manufacturing, management, execution, and selling using IT infrastructure. Example, FedEx is a company incorporating e-business programs to improve efficiencies throughout the supply chain. For instance, moving the invoicing process online reduced costs as well as officers' time spent on paperwork. Now this would be seen as E-business not e-commerce. Concerns for e-business usually are which are broader than:

1. Has e-business increased your effectiveness?
2. Were our processes faulty before we moved them online?
3. Are we gaining efficiencies in specific areas?
4. Have relationships with suppliers or customers improved?
5. Are our web-enabled systems assisting in decision making, or just providing access to information?

1. Does our e-business strategy fit with our overall corporate strategy?

The most prevalent of E-Commerce models can be classified as

1. Business to Consumer (B2C)
 2. Business to Business (B2B),
 3. Business to Employee (B2E),
 4. Consumer to Consumer (C2C) and
 5. E-Government
- Government to Citizens/Customers (G2C)
 - Government to Business (G2B)
2. • Government to Government (G2G)

41.4 Electronic Data Interchange (EDI):

EDI is a set of standards for structuring information to be electronically exchanged between and within businesses, organizations, government entities and other groups. The standards describe structures that emulate documents, for example purchase orders to automate purchasing. The term EDI is also used to refer to the implementation and operation of systems and processes for creating, transmitting, and receiving EDI documents.

E-Learning

E-Learning is the online delivery of information for purposes of education, training, knowledge management, or performance management. 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.

41.7 M-Commerce

Electronic commerce has gradually shifted to a modern form in the name of Mobile commerce. M-Commerce (mobile commerce) refers to the conduct of e-commerce via wireless devices. These devices can be connected to the Internet, making it possible for users to conduct transactions from anywhere. The employees need to collaborate and communicate with office employees and to access corporate data, rapidly and conveniently. Such a capability is provided by m-commerce. Two main characteristics are driving the interest in m-commerce: mobility and reach ability. *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.

Change management

Change management means to plan, initiate, realize, control, and finally stabilize change processes on both, corporate and personal level. Implementation of ERP or any other integration software needs commitment and proper management. Managing change in implementation projects has become a serious concern for the management.

Types of Change

- **Organizational Development:** This is the more gradual and evolutionary approach to change. It bases on the assumption that it is possible to align corporate objectives with the individual employees' objectives. In practice, however, this will rarely be possible.
- **Reengineering:** This is known as corporate transformation or business transformation. It is the more radical form of change management, since it challenges all elements of processes or structures that have evolved over time.

44.3 Phases of Change Management

Change management should not be seen as a one off event. Rather it is a process which is spread over a period of time and divided into various phases. Various management models define and segregate change management into various set of phases. However the phases which we will discuss below shall give a general understanding of what happens in a change management process. The terms and phases may vary according to management models and various studies conducted.

- **Shock and Surprise –** Confrontation with unexpected situation mostly
 1. by accident e.g. loss in a business unit or
 2. planned e.g. workshops for personal development
- **Denial & Refusal –** people express their conviction that change is not necessary
- **Rational Understanding –** People realize the need for change and find short term solutions
- **Emotional Acceptance –** if management succeeds in creating willingness for change, people change their beliefs and behaviour, otherwise change process stops or slows down.
- **Exercising & Learning –** People start to try new behaviours and processes, as a result will

experience success and failures. Change managers should create easier tasks at start to create early wins

- Realization – the knowledge gained in previous phase has feed-back effect.
- Integration – LAST PHASE: total link-up is created between newly acquired patterns of thinking and acting. New behaviors become routine.
- Unfreezing -- Preparing a situation for change by disconfirming existing attitudes and behaviors.
- Changing -- Taking action to modify a situation by altering the targets of change.
- Refreezing -- Maintaining and eventually institutionalizing the change.

45.1 Meaning of Ethics

Ethics are moral choices made by individuals in relation to the rest of the community, standards of acceptable behavior, and rules governing members of a profession. ETHICS are principles and rules concerning duty to society, profession and business. Ethics is about how we ought to live. The purpose of ethics in information systems is not philosophical or academic, it can mean the survival of a business or industry. The issues relating to electronic information systems include control of and access to information, privacy and misuse of data, International considerations. Issues of ethics and privacy have always been there even when computerized environments were in their natal phase. However, with the advancement in technology, the issues have grown sophisticated and so are the remedies.

45.2 Ethical Challenges

Information system security association of USA has listed down following ethical challenges

1. Misrepresentation of certifications, skills
2. Abuse of privileges
3. Inappropriate monitoring
4. Withholding information
5. Divulging information inappropriately
6. Overstating issues
7. Conflicts of interest
8. Management / employee / client issues

Netiquette

Netiquette, or on-line civility, is a matter of common sense and of remembering the context of behavior. The etiquette guidelines for posting messages to online services, and particularly Internet newsgroups. Netiquette covers not only rules to maintain civility in discussions (i.e., avoiding flames), but also special guidelines unique to the electronic nature of forum messages.

45.4 Threats to Privacy

As technology has grown sophisticated, various aspects can be seen as a threat to privacy.

- Electronic surveillance
- Data Profiling
- Online Privacy
- Workplace monitoring
- Location tracking
- Background checks
- Financial privacy
- Medical record and genetic profiling

- Digital right
- Intellectual property rights
- Taxation Issues

Supply Chain Management

Introduction

The business in the globalization age is more about enhanced efficiencies, increased productivity resulting in lower costs of production, quick and effective decision making increased outreach and customer/client satisfaction and sharing knowledge across institutions. This enables a business to become a more effective player in the free and extremely competitive global market. Globalization encompasses the concept of moving beyond the geographical boundaries of a country and using technological advances to maximum advantage for the business. The internet and Web technologies have brought new dimensions to doing and managing business. Ecommerce we have talked about. Obviously every business has some inherent risks. So does ECommerce.

For example, privacy, legality, taxation are issues that pose a challenge for a good Ebusiness environment although measures both legislative and operational have been taken and continue to be devised. As far as Management Information Systems for businesses are concerned these too have undergone a major change particularly with the availability of Internet. Gone are the days of the stand alone systems which looked at each aspect of the business separately. Today we are talking of end to end solutions for businesses. In other words business imperatives have driven us to re-define the scope of the coverage/ extant of management information systems. The Buzzword for some time now is “ ENTERPRISE RESOURCE PLANNING.” (ERP). The stand alone systems scope required a singular approach to each aspect of the business. Why? Perhaps at that time the security issues could not be handled in any other way. Perhaps it was much cheaper to employ people to consolidate and produce MIS for all aspects, time taken being of little or no consequence. Perhaps this is what technology allowed us. Packaged or customized software was now available. We move on and find ourselves with an enhanced scope which requires all aspects of the business to be integrated. This meant that issues/transactions of each department which had always impacted other departments had to be integrated in such fashion that the resulting MIS was complete in all respects. Thus was laid the foundation of the Customized Integrated software development and packages. The use of the web and internet expanded the scope further requiring on line transfer of data and real time functionalities.

This lead to a further increase in the scope where we started demanding an analysis of the data as an integral part of the software used by a business regardless of its size. It also created a new demand for bringing the entire supply chain into the perspective as well as the Consumer. The result of the enhancement of scope lead to the Customized integrated software approach becoming an Enterprise Resource Management Software of which MIS was an integral part. Since then we have re-defined the scope to include Planning, Supply Chain and Customers resulting in what is today referred to as the ERP. Certain software developers around the world then decided to produce generic versions of ERP for various industries which could be installed straight off without having to spend time on the development process of a customized integrated software. Obviously the generic versions required that your business systems and processes must be aligned exactly in accordance with its design. This gave rise to the concept of BPR. The versions were too expensive to be modified and it was deemed that it would be cheaper to re-align the business processes. 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. Since the ERP generic models need to be implemented this work is also required to be undertaken and involves training of the staff and transfer/conversion of data in the legacy system. Thus it is not a simple straight forward proposition but involves detailed and phased approach towards successful implementation at considerable cost. The ERP approach, essentially meant for a highly computerized Society, assumes that for it to be used from one end of the business to the other everyone is connected and uses computers. Therein lies a major challenge to make such a system a success in a developing country, like Pakistan, and raises questions in terms of financial viability and suitability. Perhaps it is time to go back and look at the integrated approach.

42.4 Components of Supply Chain

The concept of supply chain can be divided into three major parts.

- 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.

42.5 Types of Supply Chains

Supply chain may exist in various forms depending on the need of the business:

1. Made to Store – Focuses on tracking customer demand in real time, so that the production process can restock the finished goods inventory.
2. Continuous Replenishment – focuses on constant replacement of inventory by working closely with suppliers. Applicable to environments with stable demand patterns.
3. Built to order – Focuses on careful management of component inventories and delivery of needed supplies along the supply chain. A solution to this potential inventory problem is to utilize many common components across several production lines and in several locations.

Challenges to supply chains

There are usually two major sources of challenges to supply chains.

1. The uncertainties faced
 - a. Demand forecast
 - b. Competition
 - c. Weather conditions
 - d. Technological development
2. The need to coordinate several activities
 - a. Business partners are misunderstood
 - b. Departments are not well connected

Written information can be divided into several types.

- Primary Sources
- Secondary Sources
- Tertiary Sources

1.3 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

1.4 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)

1.5 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)

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Time Left **77**
sec(s) 

Quiz Start Time: 01:19 PM

Question # 1 of 10 (Start time: 01:19:23 PM)

Total Marks: 1

Management controls are also known as:

▶ Select correct option:



Technical controls

Correct



Non-technical controls



Scientific controls



Logical controls



Click here to Save Answer & Move to Next Question


Quiz Start Time: 01:19 PM

Question # 2 of 10 (Start time: 01:20:24 PM)

Total Marks: 1

Which of the following are responsible for providing independent assurance to management on the appropriateness of the security objectives?

▶ Select correct option:

- ☒ Information Systems Auditors 
- ☐ Executive Management
- ☐ Security Managers
- ☐ Data ow ners

▶ Click here to Save Answer & Move to Next Question

Quiz Start Time: 01:19 PM

Question # 3 of 10 (Start time: 01:20:55 PM)

Total Marks: 1

_____ site backup is an appropriate choice for organizations if fast recovery is critical.

▶ Select correct option:

- ☒ Hot 

☐ Cold


☐ Cool

☐ Warm



Click here to Save Answer & Move to Next Question

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Time Left 88
sec(s) 

Quiz Start Time: 01:19 PM

Question # 4 of 10 (Start time: 01:22:12 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

Correct



Click here to Save Answer & Move to Next Question

Quiz Start Time: 01:19 PM

Question # 5 of 10 (Start time: 01:22:57 PM)

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

Correct
- ☐

Trojans
- ☐

worm
- ☐

None of above options



Click here to Save Answer & Move to Next Question

Quiz Start Time: 01:19 PM

Question # 6 of 10 (Start time: 01:23:26 PM)

Total Marks: 1

A person either Hacker or Hacktivist or cracker is actually an intruder.

▶ Select correct option:

- ☒

True



False

Correct

[Click here to Save Answer & Move to Next Question](#)

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Time Left 89 sec(s)

Quiz Start Time: 01:19 PM

Question # 7 of 10 (Start time: 01:24:25 PM)

Total Marks: 1

Which one of the following is not classified as biometrics?

Select correct option:



Digital Password

Correct



Sound of your voice



Blood vessels in the retina of your eye



Finger Prints

[Click here to Save Answer & Move to Next Question](#)

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Time Left 89 sec(s)

Quiz Start Time: 01:19 PM

Question # 8 of 10 (Start time: 01:25:23 PM)

Total Marks: 1

The first step after threat attacks the system would be

Select correct option:


☐ Control analysis

☐ Data sensitivity analysis


☐ Threat analysis

☐ Impact analysis

Not sure

 Click here to Save Answer & Move to Next Question

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Time Left 89
sec(s) 

Quiz Start Time: 01:19 PM

Question # 9 of 10 (Start time: 01:26:48 PM)

Total Marks: 1


Bug is an internal malfunction of the software.

 Select correct option:


☐ True

☐ False

Correct

 Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s) 

Quiz Start Time: 01:19 PM

Question # 10 of 10 (Start time: 01:27:10 PM)

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

Not sure

▶ Click here to Save Answer & Move to Next Question

1. _____ factor is not considered during OO Design.

Encapsulation

Usability

Information hiding

Confidentiality

2. Object oriented design elaborates the hardware and software architecture to produce

Functional specifications

Implementation specifications

Testing specifications

Modelling specifications

3. The interface is implemented by _____

Signature

Classes

Methods

Objects

4. Which of the following is not recommended solution for computing environment?

Centralised

Stand Alone

Distributed

Web Based

5. A language mechanism for restricting access to some of the object's components is known as:

Object hiding

Object Encapsulation

Polymorphism

Object inheritance

6. The flow chart diagram circle represents:

Process

Connector

Decision

Diamond

7. Object orientation helps in increasing abstraction and event-driven programming.

True

False

8. Temporal CSFs in an organization, results from _____

Economic changes

Internal needs and changes

Technological changes

Environment Changes

9. In information security, integrity means that data cannot be modified undetectably

True

False

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

Completeness constraints

Consistency

Integrity

Reliability

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.

True

False

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

Information

Data Sets

Elements

Data and information

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN

Product development process

Cognitive process

Planning process

The organizational structures are formulated in order to efficiently manage the —

Business Operations

Business Size

Business Cost

Business Processes

information is available in manufacturing information system.

Sales

Purchase

Stock

Product

Which of the following is a set of management and control activities which focus on quality assurance?

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.

Information System

System (correct)

Organization

None of above options

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

Open loop system

Closed loop system

Open end System

Open and close system

The concept of incremental decision making is introduced by the_____ model.

Rational Man
Garbage Can
Muddling through
Irrational Man

Factors of -----are basic elements of reducing manufacturing cost

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

True
False

Manufacturing process involves more than one sub-process.

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?

Semi structured decision making approach
Structured decision making approach
Unstructured decision making approach
Psychological decision making approach

Small organizations usually have complex management structure

True
False

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

True
False

“Treat each customer uniquely” is the motto of the entire _____process.

CRM
Product development
Marketing
Promotion

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

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

True

False

Information regarding monitoring and controlling the business is provided by _____

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?

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.

True

False

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

Infrastructure

System

Organization

Internet

_____ are created for just one department.

Data marts

Narrative data models

Data driven DSS

Graphical data models

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

True

False

There is a greater emphasis on models in case of _____

KSS

DSS

MIS
TPS

According to _____ model, organizations are not rational.

Rational Man
Garbage Can
Muddling through
Irrational Man

is a greater emphasis on models in case of _____

KSS
DSS
MIS
TPS

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.

Information System
System
Organization
None of above options

summarizes transactions into multidimensional user defined views

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

True
False

which of the following organizations all critical managerial positions are usually controlled by the family members.

Medium Size
LargeSize
Small Size
none of these options

The basic purpose behind setting up systems and procedures is to make available information

True
False

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

True
False

_____ models are three dimensional representation of an entity or object.

Narrative

Physical

Mathematical

Graphical

Data mining is also known as _____ in databases

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.

Rational Man

Garbage Can

Political

Muddling through

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

Information

Data Sets

Elements

Data and information

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

Rational Man

Irrational Man

Muddling through

Garbage Can

The set of _____ being discharged set the tone and structure of that department.

responsibilities

rules

laws

processes

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

True

False

The basic purpose behind setting up systems and procedures is to make available information

True

False

Continue change in work force is harmful for an organization

True

False

In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Rational Man

Garbage Can

Political

Muddling through

Closed System depends on _____ and data.

Internal resources

External resources

Procedures

Technical resource

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Manufacturing

Sales

Marketing

Human Resource

The organizational structures are formulated in order to efficiently manage the -----

Business Operations

Business Size

Business Cost

Business Processes

The set of _____ being discharged set the tone and structure of that department.

responsibilities

rules

laws

processes

Generation of relevant data is the objective of every information system

True

False

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

Rational Man

Irrational Man

Muddling through

Garbage Can

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

Narrative
Physical
Mathematical
Graphical

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

True
False

Data mining is also known as _____ in databases

knowledge management
knowledge processing
knowledge discovery
knowledge transfer

Small organizations usually have complex management structure

True
False

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

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN
Product development process
Cognitive process
Planning process

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

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

True

False

CRM software requires highly integrated environment for high _____, which is rarely available.

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?

CBIS

MIS

DIS

OIS

Distributing common information to every one may result in waste of time and confusion.

True

False

The information can also be ranked in accordance with the qualities it has.

True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between

within

across

inside

Generation of relevant data is the objective of every information system

True

False

_____ information is available in manufacturing information system.

Sales

Purchase

Stock

Product

Continue change in work force is harmful for an organization

True

False

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

None of these options

Information regarding monitoring and controlling the business is provided by _____

DSS

TPS

MIS

KSS

Closed System depends on _____ and data.

Internal resources

External resources

Procedures

Technical resources

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Exploration

Deployment

Model building

Stationing

It is to be noted that IS and MIS are same.

True

False

Existence of _____ departments in every organization varies with the nature of industry and the nature of products/ services being offered.

flat

horizontal

functional

non-functional

The concept of incremental decision making is introduced by the _____ model.

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?

Quality assurance subsystem

Order processing subsystem

Controlled processing subsystem

Concurrent processing subsystem

Procedures are organized in a physical manner to form systems.

True

False

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

Open system

_____ system can be used to simulate the consequences of each alternative generated.

DSS

MIS

EIS

CNC

It is to be noted that IS and MIS are same.

True

False

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

Infrastructure

System

Organization

Internet

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

Multiple

Double

Triple

None of these options

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

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

prefer

don't like

deny

refuse

Treat each customer uniquely" is the motto of the entire _____ process.

CRM

Product development

Marketing

Promotion

The basic purpose behind setting up systems and procedures is to make available information

True

False

_____ states that inventory is manufactured or acquired only as the need for it arises.

JET

JIT

JTI

TQM

Closed system is dependent on the internal resources and data.

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?

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

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 ?

WTO

Company Ordinance
Business Environment
Company Structure

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

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.

command structure
departmental structure
policies
responsibilities

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
MRP

_____ summarizes transactions into multidimensional user defined views

DSS
MIS
OLAP
GDSS

_____ is known as the father of warehouse

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?

Structured decision making approach
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?

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.

True
False

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

Multiple
Double
Triple
None of these options

Medium Sized organizations are normally a family ownership run by

Father and Sons
Brothers
Both option a and b
None of these options

_____ summarizes transactions into multidimensional user defined views

DSS
MIS
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.

(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

Tacit, structured
Explicit, Unstructured
Structured, Unstructured
Structured, Tacit

Which of the following system is linked to all the information systems in an organization?

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?

Super market

Online Market

Competitive market

None of these options

The organizational structures are formulated in order to efficiently manage the -----

Business Operations

Business Size

Business Cost

Business Processes

_____ engine is the database management system (DBMS) of the expert system.

Database

Development

Query

Inference

Closed system is dependent on the internal resources and data.

True

False

We can get help in non-routine decision making through _____

KSS

TPS

MIS

DSS

In _____ building, managers attempt to gather more administrative and financial power.

Monarchy

Dynasty

Empire

Territory

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

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.

(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

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.

True

False

The reports generated by the -----are used for analytical decision making by the management.

MIS

DSS

EIS

TIP

_____ system can be used to simulate the consequences of each alternative generated.

DSS

MIS

EIS

CNC

Continue change in work force is harmful for an organization

True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between

within

across

inside

: In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Rational Man
Garbage Can
Political
Muddling through

(CBIS) stands for -----

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.

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 ?

Primary information
Secondary information
Tertiary information
Primary information, Secondary information

Small organizations usually have complex management structure

True
False

Discovering _____ and _____ contained within the business activity & history and predict future behavior is the purpose of data mining.

structures, possibilities
structures, patterns
relationships, possibilities
patterns, relationships

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

True
False

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

Rational Man
Irrational Man
Muddling through
Garbage Can

The concept of incremental decision making is introduced by the _____ model.

Rational Man

Garbage Can
Muddling through
Irrational Man

Level of _____ refers to the perfection in solution the model will achieve

depletion
optimization
compression
attenuation

The organizational structures are formulated in order to efficiently manage the -----

Business Operations
Business Size
Business Cost
Business Processes

Treat each customer uniquely" is the motto of the entire _____ process.

CRM
Product development
Marketing
Promotion

The concept of incremental decision making is introduced by the _____ model.

Rational Man
Garbage Can
Muddling through
Irrational Man

Procedures are organized in a physical manner to form systems.

True
False

In the real world, it is _____ to specify all of the alternatives and its consequences.

possible
certain
helpful
impossible

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

_____ communication refers to the Information flow from firm to external environment.

Horizontal
Marketing

Suppliers

Vertical

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

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.

Information System

System

Organization

None of above options

The organizational structures are formulated in order to efficiently manage the -----

Business Operations

Business Size

Business Cost

Business Processes

Quality maintenance is an issue which requires structured reporting.

True

False

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

Information

Data Sets

Elements

Data and information

Which of the following refers specifically to the computer control of machine tools for the purpose of repeatedly manufacturing complex parts in metal as well as other materials?

MRP

CAE

CCN

CNC

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Planning

Decision Making

CNC

MRP

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

True

False

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

True

False

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

True

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.

Information System

System

Organization

None of above options

The basic purpose behind setting up systems and procedures is to make available information

True

False

Information system must fulfil the needs of the -----

Customers

Business

Employee

Organization

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

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?

Product development

MRP

Planning

Decision Making

Which of the following system is linked to all the information systems in an organization?

Marketing information system

Accounting information system

Human resource information system
Manufacturing information system

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

Rational Man
Irrational Man
Muddling through
Garbage Can

: An _____ representation that illustrates the components or relationships of a phenomenon is called a model

concrete
actual
abstract
tangible

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Trial and error
Heuristics
Critical decision making
Data mining

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

Multiple
Double
Triple
None of these options

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?

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.

What-If
Goal Seek
Lexical
Business

Information system must fulfil the needs of the -----

Customers
Business
Employee
Organization

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

design
choice
intelligence
implementation

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

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?

Human Resource Subsystem
Production subsystem
Accounting & Finance subsystem
Quality Assurance subsystem

KSS
TPS
MIS
DSS

Which of the following system is linked to all the information systems in an organization?

Marketing information system
Accounting information system
Human resource information system
Manufacturing information system

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

Management System
Infrastructure

Decision Support System
Transaction processing system

We can get help in non-routine decision making through _____

KSS
TPS
MIS
DSS

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

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.

command structure

departmental structure

policies
responsibilities

In _____ building, managers attempt to gather more administrative and financial power.

Monarchy
Dynasty
Empire
Territory

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

True
False

In which of the following organizations all critical managerial positions are usually controlled by the family members.

Medium Size

LargeSize
Small Size
none of these options

Small organizations usually have complex management structure

True
False

_____ information is available in manufacturing information system.

Sales
Purchase
Stock
Product

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

DSS, MIS
OLAP, KSS
KSS, DSS
GDSS, DSS

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

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

In the real world, it is _____ to specify all of the alternatives and its consequences.

possible
certain
helpful
impossible

Quality maintenance is an issue which requires structured reporting.

True
False

_____ communication refers to the Information flow from firm to external environment.

Horizontal
Marketing
Suppliers
Vertical

FIGURE 11-2 Marketing Information Flows (External Flow-Inward) Marketing Intelligence External Operating

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

True
False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between
within
across
inside

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

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.

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 ?

WTO

Company Ordinance

Business Environment

Company Structure

"Treat each customer uniquely" is the motto of the entire _____ process.

CRM

Product development

Marketing

Promotion

Manufacturing process involves more than one sub-process.

True

False

Procedures are organized in a physical manner to form systems.

True

False

It is to be noted that IS and MIS are same.

True

False

Where problem is recurring and repetitive, the _____ factors can be identified in order to identify a particular course of action.

different

multiple

common

various

Medium Sized organizations are normally a family ownership run by

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.

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?

Human Resource Subsystem

Production subsystem

Accounting & Finance subsystem

Quality Assurance subsystem

According to _____ model, organizations are not rational.

Rational Man

Garbage Can

Muddling through

Irrational Man

We can get help in non-routine decision making through _____

KSS

TPS

MIS

dss

Organizations can be distinguished on the basis of following criteria /criterias

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-----

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.

Narrative
Physical
Mathematical
Graphical

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

True
False

The information can also be ranked in accordance with the qualities it has.

True
False

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

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?

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

_____ is known as the father of warehouse

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.

True
False

The basic purpose behind setting up systems and procedures is to make available information

True

False

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

CAM

MCA

CNC

MRP

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

True

False

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

True

False

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

CAD

PRM

MRI

MRP

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN

Product development process

Cognitive process

Planning process

Well structured problems are constrained problems with _____ solutions that engage the application of a limited number of rules and principles within well defined parameters.

divergent

convergent

different

disparate

Time Left **70**
sec(s)

Quiz Start Time: 09:22 PM

Total Marks: 1

Which of the following apply rules to control the type of networking traffic flowing in and out?

Select correct option:

- ☐ Data analyzers
- ☒ Firew all **CORRECT**
- ☐ Antivirus
- ☐ Modem

[Click here to Save Answer & Move to Next Question](#)

REFERENCE:

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.

Time Left 88
sec(s)

Quiz Start Time: 09:22 PM

Total Marks: 1

Which of the following systems need a comprehensive definition of the known and expected behavior of systems?

Select correct option:

- ☒ Firew alls



Network-based IDS



Signature-based IDS



Statistical-based IDS

CORRECT

[Click here to Save Answer & Move to Next Question](#)

Ref: Statistical-based: These systems need a comprehensive definition of the known and expected behavior of systems.

Time Left 37
sec(s)

Quiz Start Time: 09:22 PM

Total Marks: 1

Risks are rated by _____

Select correct option:



Probability and impact

correct



Probability and cost



Probability and size



Probability and exposure

[Click here to Save Answer & Move to Next Question](#)

Time Left 89
sec(s)

Quiz Start Time: 09:22 PM

Total Marks: 1

Impact needs to be measured to

Select correct option:

☐ Identify threat

☐ Record thread history

☐ Worse scenarios of impact

☒ Define the data criticality

correct

[Click here to Save Answer & Move to Next Question](#)

Refrence:

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**

The output of this phase is impact rating

Time Left 87
sec(s)

Quiz Start Time: 09:22 PM

Question # 6 of 10 (Start time: 09:27:53 PM)

Total Marks: 1

Which of the following works in conjunction with routers and firewalls by monitoring network usage anomalies?

Select correct option:

- ☐ SDLC
- ☒ IDS **correct**
- ☐ ISD
- ☐ DCS

[Click here to Save Answer & Move to Next Question](#)

Reference:

An IDS works in conjunction with routers and firewalls by monitoring network usage anomalies

Time Left 89
sec(s)

Quiz Start Time: 09:22 PM

Question # 7 of 10 (Start time: 09:28:19 PM)

Total Marks: 1

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

correct

Click here to Save Answer & Move to Next Question

Reference:

Impact Analysis

This phase determines the adverse impact resulting from a successful threat exercise of vulnerability. Following information is required before conducting an impact analysis

Time Left 85
sec(s)

Quiz Start Time: 09:22 PM

Question # 8 of 10 (Start time: 09:28:57 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

CORRECT



Antivirus



Modem

Click here to Save Answer & Move to Next Question

REFERENCE:

Firewall technology uses a combination of routers,servers and other hardware and software to allow

Time Left 88
sec(s)

Quiz Start Time: 09:22 PM

Question # 9 of 10 (Start time: 09:29:58 PM)

Total Marks: 1

People can be contacted at any time, refers to:

Select correct option:

☐ Mobility

☐ Instant access

☐ Remote access

☒ Reachability

correct

[Click here to Save Answer & Move to Next Question](#)

Time Left 88
sec(s)







Quiz Start Time: 09:22 PM




Question # 10 of 10 (Start time: 09:30:31 PM)




Total Marks: 1




Incase of _____, an intruder fools a user into thinking they are interacting with the operating system.

Select correct option:

 Spoofing 

   correct

 Piggybacking 


 Eavesdropping 


 Trojan horse 


Click here to Save Answer & Move to Next Question

Ref: Spoofing – A penetrator fools users into thinking they are interacting with the operating system. He duplicates logon procedure and captures pass word.

Time Left 89
sec(s)







Quiz Start Time: 09:09 PM




Question # 1 of 10 (Start time: 09:09:54 PM)




Total Marks: 1

Threat identification can be verified using

Select correct option:

 Threat statement 

   correct

 Threat source 


 Threat action plan 




Threat impact analysis



[Click here to Save Answer & Move to Next Question](#)

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 out put of this phase is a threat statement identifying and defining threats.

Time Left ⁸⁹
sec(s)

Quiz Start Time: 09:09 PM

Question # 2 of 10 (Start time: 09:10:59 PM)

Total Marks: 1

Which of the following systems need a comprehensive definition of the known and expected behavior of systems?

Select correct option:



Firew alls



Netw ork-based IDS



Signature-based IDS



Statistical-based IDS



correct

[Click here to Save Answer & Move to Next Question](#)

Ref: Statistical-based: These systems need a comprehensive definition of the known and expected behavior of systems.

Time Left ⁸⁹
sec(s)

Quiz Start Time: 09:09 PM

Question # 3 of 10 (Start time: 09:12:25 PM)

Total Marks: 1

Which of the following network attacks involves probing for network information?

Select correct option:

- ☒ Passive attacks correct
- ☐ Active attacks
- ☐ Masquerading
- ☐ Spoofing

[Click here to Save Answer & Move to Next Question](#)

Reference:

Passive attacks

This class of network attacks involves probing for network information.

Time Left 89
sec(s)

Quiz Start Time: 09:09 PM

Question # 4 of 10 (Start time: 09:13:02 PM)

Total Marks: 1

People can be contacted at any time, refers to:

Select correct option:

- ☒ Mobility
- ☐ Instant access



Remote access



Reachability

correct

[Click here to Save Answer & Move to Next Question](#)

Reference:

Reachability means that people can be contacted at any time,

Time Left 88
sec(s)

Quiz Start Time: 09:09 PM

Question # 5 of 10 (Start time: 09:13:37 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

correct

[Click here to Save Answer & Move to Next Question](#)

Reference:

Made to Store – Focuses on tracking customer demand in real time, so that the production process can restock the finished goods inventory.

Time Left 89
sec(s)

Quiz Start Time: 09:09 PM

Question # 6 of 10 (Start time: 09:14:16 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

correct

[Click here to Save Answer & Move to Next Question](#)

Reference:

All elements of physical shopping experience are present in the B2C Model

Time Left 89
sec(s)

Quiz Start Time: 09:09 PM

Question # 7 of 10 (Start time: 09:15:03 PM)

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

correct



IDS



CRM

[Click here to Save Answer & Move to Next Question](#)

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.

Time Left 88
sec(s)

Quiz Start Time: 09:09 PM

Question # 8 of 10 (Start time: 09:15:45 PM)

Total Marks: 1

Firewalls _____ data packets which are sent between different physical locations within an organization.

Select correct option:



facilitate



Encrypt

correct



restrict



[Click here to Save Answer & Move to Next Question](#)

Ref: Firewalls encrypt packets that are sent between different physical locations within an organization by creating a VPN over the Internet.(Page NO.178)

Time Left 89
sec(s)

Quiz Start Time: 09:09 PM

Question # 9 of 10 (Start time: 09:16:51 PM)

Total Marks: 1

Internet access travels with the customers, refers to:

Select correct option:



correct



[Click here to Save Answer & Move to Next Question](#)

Refrence:

Mobility implies that the Internet access travels with the customers

Time Left 87
sec(s)

Quiz Start Time: 09:09 PM

Question # 10 of 10 (Start time: 09:17:20 PM)


Total Marks: 1

What would affect the impact's scope if a risk does occur?

Select correct option:

- ☐ Risk cost
- ☐ Risk timing
- ☒ Risk scope **correct**
- ☐ Risk resources

[Click here to Save Answer & Move to Next Question](#)

Time Left **89** 
sec(s)

Quiz Start Time: 07:08 PM


Question # 1 of 10 (Start time: 07:08:10 PM)

Total Marks: 1

Personal firewalls may also detect outbound traffic to guard against spy ware, which could be sending your surfing habits to a Web site.


▶ Select correct option:

- ☒ **True**
- ☐ False

 [Click here to Save Answer & Move to Next Question](#)

Reference:

Personal firewalls may also detect outbound traffic to guard against spyware, which could be sending your surfing habits to a Web site.

Time Left 89 sec(s) 

Quiz Start Time: 07:08 PM

Question # 2 of 10 (Start time: 07:09:17 PM)

Total Marks: 1

Cryptography primarily consists of Two basic processes.

▶ Select correct option:

☒ True

☐ False




Click here to Save Answer & Move to Next Question

Reference:

Encryption & Decryption

Cryptography primarily consists of two basic processes.

Time Left 89 sec(s) 

Quiz Start Time: 07:08 PM

Question # 3 of 10 (Start time: 07:10:04 PM)

Total Marks: 1

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




Click here to Save Answer & Move to Next Question

Reference:

Intrusion detection

Intrusion detection refers to the process of identifying attempts to penetrate a system and gain unauthorized access.

Time Left **89** 
sec(s)

Quiz Start Time: 07:08 PM

Question # 4 of 10 (Start time: 07:10:57 PM)

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



Click here to Save Answer & Move to Next Question

Reference:

In case of logical intrusion, the intruder might be trying to have an unauthorized access to the system.

Time Left **89** 
sec(s)

Quiz Start Time: 07:08 PM

Question # 5 of 10 (Start time: 07:11:48 PM)

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



Click here to Save Answer & Move to Next Question

Page#152

Risk Management is the process of measuring, or assessing risk and then developing strategies to manage the risk.

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM


Question # 6 of 10 (Start time: 07:12:26 PM)

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

 Click here to Save Answer & Move to Next Question

Reference:

Process Owners -responsible for ensuring that appropriate security, consistent with the organization's security policy, is embedded in their information systems;

Time Left 53
sec(s) 

Quiz Start Time: 07:08 PM


Question # 7 of 10 (Start time: 07:13:39 PM)

Total Marks: 1

Intruder might try to remove hard disks is an example of Logical intrusion


▶ Select correct option:

- ☐ True
- ☒ **False**

 Click here to Save Answer & Move to Next Question

Reference:

In physical intrusion, the intruder physically could enter an organization to steal information system assets or carry out sabotage. For example the Intruder might try to remove hard disks.

Time Left 88
sec(s) 

Quiz Start Time: 07:08 PM

Question # 8 of 10 (Start time: 07:15:02 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

▶ Click here to Save Answer & Move to Next Question

Refrence:

<http://webcache.googleusercontent.com/search?q=cache:14I2luwihN8J:free-books-online.org/computers/information-system/audit-trails-and-logs/+Keystroke+>

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 9 of 10 (Start time: 07:15:57 PM)

Total Marks: 1

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

▶ Select correct option:

☒ **Vulnerability**

☐ Threat Identification


☐ Audit Trial

☐ Likelihood Identification

▶ Click here to Save Answer & Move to Next Question

Reference: page#158

Vulnerability Assessment Vulnerability is a weakness that can be accidentally triggered or intentionally exploited.

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM


Question # 10 of 10 (Start time: 07:16:39 PM)

Total Marks: 1

_____ refer to the sudden increase in power supply.

▶ Select correct option:

- ☐ Sags
- ☐ Brown outs
- ☒ **Spikes**
- ☐ Black out

 Click here to Save Answer & Move to Next Question

reference: page#138

Surges or spikes – sudden increase in power supply

The departmental structures are _____ in banking and financial sector.

Select correct option:

- ☒ **Different**
- ☐ Same
- ☐ Mixed
- ☐ Identical

page 57

Question # 2 of 10 (Start time: 01:21:45 PM) Total Marks: 1

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

page 69

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

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called Knowledge Management.

3 sure

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

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

page 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

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

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

compression

attenuation

Level of optimization – the perfection in solution the model will achieve.

page 49

MC090204381 : Abdul Ghaffar Qureshi

Time Left 77
sec(s)

Quiz Start Time: 01:19 PM

Question # 1 of 10 (Start time: 01:19:23 PM)

Total Marks: 1

Management controls are also known as:

▶ Select correct option:



Technical controls



Non-technical controls

Correct

☐ Scientific controls

☐ Logical controls



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89 sec(s)

Quiz Start Time: 01:19 PM

Question # 2 of 10 (Start time: 01:20:24 PM)

Total Marks: 1

Which of the following are responsible for providing independent assurance to management on the appropriateness of the security objectives?

Select correct option:

☒ Information Systems Auditors

Correct

☐ Executive Management

☐ Security Managers

☐ Data ow ners



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89 sec(s)

Quiz Start Time: 01:19 PM

Question # 3 of 10 (Start time: 01:20:55 PM)

Total Marks: 1


_____ site backup is an appropriate choice for organizations if fast recovery is critical.

▶ Select correct option:

- ☒ Hot 
- ☐ Cold
- ☐ Cool
- ☐ Warm

▶ Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 88
sec(s) 

Quiz Start Time: 01:19 PM

Question # 4 of 10 (Start time: 01:22:12 PM)

Total Marks: 1

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

▶ Select correct option:

- ☒ Warm

☐ Cool

☒ Cold

Correct

☐ Hot



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s)

Quiz Start Time: 01:19 PM

Question # 5 of 10 (Start time: 01:22:57 PM)

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

Correct

☐ Trojans


☐ worm

☐ None of above options



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 88
sec(s) 

Quiz Start Time: 01:19 PM

Question # 6 of 10 (Start time: 01:23:26 PM)

Total Marks: 1


A person either Hacker or Hacktivist or cracker is actually an intruder.

▶ Select correct option:


☐ True

☒ False

Correct

 [Click here to Save Answer & Move to Next Question](#)

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s) 

Quiz Start Time: 01:19 PM

Question # 7 of 10 (Start time: 01:24:25 PM)

Total Marks: 1

Which one of the following is not classified as biometrics?

▶ Select correct option:

☒ Digital Password

Correct

☐ Sound of your voice

☐ Blood vessels in the retina of your eye



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s)

Quiz Start Time: 01:19 PM

Question # 8 of 10 (Start time: 01:25:23 PM)

Total Marks: 1

The first step after threat attacks the system would be

Select correct option:



Not sure



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s)

Quiz Start Time: 01:19 PM

Question # 9 of 10 (Start time: 01:26:48 PM)

Total Marks: 1

Bug is an internal malfunction of the software.

Select correct option:

☒ True

Correct

☐ False



Click here to Save Answer & Move to Next Question

MC090204381 : Abdul Ghaffar Qureshi

Time Left 89
sec(s)

Quiz Start Time: 01:19 PM

Question # 10 of 10 (Start time: 01:27:10 PM)

Total Marks: 1

In the context of information security, data cannot be modified without authorization is known as _____.



Select correct option:

☒ user's rights

Not sure

☐ privileges

☐ integrity

☐ privacy



Click here to Save Answer & Move to Next Question

Question # 1 of 10 (Start time: 03:19:32 PM) 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 # 2 of 10 (Start time: 03:20:27 PM) Total Marks: 1

Confidentiality & availability have same meaning while considering the security of Information Systems

Select correct option:

False

True

Question # 3 of 10 (Start time: 03:21:54 PM) Total Marks: 1

Which of the following is considered during OO Analysis?

Select correct option:

Concurrency

System behavior

Distribution

Persistence

Question # 4 of 10 (Start time: 03:23:09 PM) Total Marks: 1

The flowchart helps in locating and correcting errors.

Select correct option:

True

False

Question # 5 of 10 (Start time: 03:23:55 PM) Total Marks: 1

Derived attribute is information provided on the basis of _____ attribute.

Select correct option:

Same

Different

Unique

None of the above

Question # 6 of 10 (Start time: 03:25:07 PM) Total Marks: 1

Null is a blank read as zero value.
Select correct option:

True
False

Question # 7 of 10 (Start time: 03:26:00 PM) Total Marks: 1
Arrow is also called _____
Select correct option:

Dotted line
Process
Flow line
Link line

Question # 8 of 10 (Start time: 03:27:16 PM) Total Marks: 1
The protection of information from unauthorized disclosure explains the concept of system and data _____.
Select correct option:

Completeness
Consistency
Reliability
Confidentiality
4th hy na

Question # 9 of 10 (Start time: 03:28:11 PM) Total Marks: 1
The main focus of Object Oriented analysis is to study the _____ of objects.
Select correct option:

Collaboration
State
Implementation
Sequence

Huda (huda@vuzs.net): 144n page

Question # 10 of 10 (Start time: 03:29:39 PM) Total Marks: 1
In composite more than _____ value are required to explain the attribute.
Select correct option:

One

Two
Three
Four

Question # 1 of 10 (Start time: 03:32:26 PM) Total Marks: 1

Control cannot reduce the level of impact of threats.

Select correct option:

True
False

Question # 2 of 10 (Start time: 03:33:56 PM) Total Marks: 1

It is useless to test the validity of the flowchart.

Select correct option:

True
False

Question # 3 of 10 (Start time: 03:35:15 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 # 4 of 10 (Start time: 03:36:13 PM) 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
ER

Question # 5 of 10 (Start time: 03:36:47 PM) Total Marks: 1

There are _____ risk mitigation options.

Select correct option:

3

4

5

6

Question # 6 of 10 (Start time: 03:38:12 PM) 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

Huda Shah has joined.

Question # 7 of 10 (Start time: 03:39:39 PM) 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 # 8 of 10 (Start time: 03:40:31 PM) Total Marks: 1

Structured analysis & design have the following tools:

Select correct option:

Flowcharting

Research & development

UML diagrams

None of the above

Question # 9 of 10 (Start time: 03:40:56 PM) Total Marks: 1

Which of the following is considered during OO Analysis?
Select correct option:

- Concurrency
- System behavior**
- Distribution
- Persistence

Question # 10 of 10 (Start time: 03:42:07 PM) Total Marks: 1
_____ means information hiding.
Select correct option:

- Inheritance
- Encapsulation**
- Class
- Polymorphism

Question # 1 of 10 (Start time: 03:46:22 PM) Total Marks: 1
Process indicates:
Select correct option:
Procedure
Flow
Activity
Result

Question # 2 of 10 (Start time: 03:47:46 PM) Total Marks: 1
Data processing capability of distributed environment is ____
Select correct option:
Limited
Centralized
Flexible
Integrated

Quiz Start Time: 03:46 PM
Time Left 89
sec(s)

Question # 3 of 10 (Start time: 03:48:48 PM) 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 # 4 of 10 (Start time: 03:50:10 PM) Total Marks: 1

Object orientation helps in increasing abstraction level to build ____

Select correct option:

Reusable software

Testable software

Configurable software

Maintainable software

Question # 5 of 10 (Start time: 03:51:40 PM) 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: 03:53:03 PM) Total Marks: 1

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

Select correct option:

Inherit

Share

Collaborate

Use

Question # 7 of 10 (Start time: 03:54:26 PM) Total Marks: 1

Derived attribute is information provided on the basis of _____ attribute.

Select correct option:

Same

Different

Unique

None of the above

Question # 8 of 10 (Start time: 03:55:07 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:

True

False

Quiz Start Time: 03:46 PM

Time Left 86

sec(s)

Question # 9 of 10 (Start time: 03:55:41 PM) Total Marks: 1

Good practices show that a flow chart has a logical start and logical end.

Select correct option:

True

False

Question # 10 of 10 (Start time: 03:56:45 PM) Total Marks: 1

Rounded shaped symbol in the flow chart is called _____

Select correct option:

Connector

Arrow

Process

Decision

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.

True

False

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

Information

Data Sets

Elements

Data and information

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN

Product development process

Cognitive process

Planning process

The organizational structures are formulated in order to efficiently manage the ---

Business Operations

Business Size

Business Cost

Business Processes

information is available in manufacturing information system.

Sales
Purchase
Stock
Product

Which of the following is a set of management and control activities which focus on quality assurance?

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.

Information System
System (correct)
Organization
None of above options

The information from the system not used for control purpose called_____

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

The concept of incremental decision making is introduced by the_____ model.

Rational Man
Garbage Can
Muddling through
Irrational Man

Factors of -----are basic elements of reducing manufacturing cost

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

True
False

Manufacturing process involves more than one sub-process.

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?

Semi structured decision making approach
Structured decision making approach
Unstructured decision making approach
Psychological decision making approach

Small organizations usually have complex management structure

True
False

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

True
False

“Treat each customer uniquely” is the motto of the entire _____process.

CRM
Product development
Marketing
Promotion

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

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

True
False

Information regarding monitoring and controlling the business is provided by _____

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?

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.

True

False

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

Infrastructure

System

Organization

Internet

_____ are created for just one department.

Data marts

Narrative data models

Data driven DSS

Graphical data models

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

True

False

There is a greater emphasis on models in case of _____

KSS

DSS

MIS

TPS

According to _____ model, organizations are not rational.

Rational Man

Garbage Can

Muddling through

Irrational Man

_____ is a greater emphasis on models in case of _____

KSS

DSS

MIS

TPS

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.

Information System

System

Organization

None of above options

_____ summarizes transactions into multidimensional user defined views

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

True
False

which of the following organizations all critical managerial positions are usually controlled by the family members.

Medium Size
LargeSize
Small Size
none of these options

The basic purpose behind setting up systems and procedures is to make available information

True
False

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

True
False

_____ models are three dimensional representation of an entity or object.

Narrative
Physical
Mathematical
Graphical

Data mining is also known as _____ in databases

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.

Rational Man
Garbage Can
Political
Muddling through

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

Information
Data Sets
Elements
Data and information

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

Rational Man
Irrational Man
Muddling through
Garbage Can

The set of _____ being discharged set the tone and structure of that department.

responsibilities
rules
laws
processes

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

True
False

The basic purpose behind setting up systems and procedures is to make available information

True
False

Continue change in work force is harmful for an organization

True
False

In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Rational Man
Garbage Can
Political
Muddling through

Closed System depends on _____ and data.

Internal resources
External resources
Procedures
Technical resource

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

Manufacturing
Sales

Marketing
Human Resource

The organizational structures are formulated in order to efficiently manage the -----

Business Operations

Business Size
Business Cost
Business Processes

The set of _____ being discharged set the tone and structure of that department.

responsibilities

rules
laws
processes

Generation of relevant data is the objective of every information system

True

False

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

Rational Man
Irrational Man
Muddling through
Garbage Can

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

Narrative
Physical
Mathematical
Graphical

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

True

False

Data mining is also known as _____ in databases

knowledge management
knowledge processing
knowledge discovery
knowledge transfer

Small organizations usually have complex management structure

True

False

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

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN
Product development process
Cognitive process
Planning process

The information from the system not used for control purpose called_____

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

True
False

CRM software requires highly integrated environment for high _____, which is rarely available.

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?

CBIS
MIS
DIS
OIS

Distributing common information to every one may result in waste of time and confusion.

True
False

The information can also be ranked in accordance with the qualities it has.

True
False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between
within
across
inside

Generation of relevant data is the objective of every information system

True
False

_____ information is available in manufacturing information system.

Sales
Purchase
Stock
Product

Continue change in work force is harmful for an organization

True
False

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
None of these options

Information regarding monitoring and controlling the business is provided by _____

DSS
TPS
MIS
KSS

Closed System depends on _____ and data.

Internal resources
External resources

Procedures

Technical resources

_____ includes data preparation which may involve data filtering, data transformations and selecting subsets of records.

Exploration

Deployment
Model building
Stationing

It is to be noted that IS and MIS are same.

True

False

Existence of _____ departments in every organization varies with the nature of industry and the nature of products/ services being offered.

flat
horizontal
functional
non-functional

The concept of incremental decision making is introduced by the _____ model.

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?

Quality assurance subsystem
Order processing subsystem
Controlled processing subsystem
Concurrent processing subsystem

Procedures are organized in a physical manner to form systems.

True

False

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
Open system

_____ system can be used to simulate the consequences of each alternative generated.

DSS

MIS

EIS

CNC

It is to be noted that IS and MIS are same.

True

False

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

Infrastructure

System

Organization

Internet

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

Multiple

Double

Triple

None of these options

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

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

prefer

don't like

deny

refuse

Treat each customer uniquely" is the motto of the entire _____ process.

CRM

Product development

Marketing

Promotion

The basic purpose behind setting up systems and procedures is to make available information

True

False

_____ states that inventory is manufactured or acquired only as the need for it arises.

JET
JIT
JTI
TQM

Closed system is dependent on the internal resources and data.

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?

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

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

Which of the following ethical system differs from secular ethical systems and from the moral code advocated by other religions

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.

command structure
departmental structure
policies
responsibilities

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
MRP

_____ summarizes transactions into multidimensional user defined views

DSS
MIS
OLAP
GDSS

_____ is known as the father of warehouse

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?

Structured decision making approach
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?

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.

True
False

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

Multiple
Double
Triple
None of these options

Medium Sized organizations are normally a family ownership run by

Father and Sons
Brothers
Both option a and b
None of these options

_____ summarizes transactions into multidimensional user defined views

DSS
MIS
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.

(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

Tacit, structured
Explicit, Unstructured
Structured, Unstructured
Structured, Tacit

Which of the following system is linked to all the information systems in an organization?

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?

Super market
Online Market
Competitive market
None of these options

The organizational structures are formulated in order to efficiently manage the -----

Business Operations
Business Size
Business Cost
Business Processes

_____ engine is the database management system (DBMS) of the expert system.

Database
Development

Query
Inference

Closed system is dependent on the internal resources and data.

True
False

We can get help in non-routine decision making through _____

KSS
TPS
MIS
DSS

In _____ building, managers attempt to gather more administrative and financial power.

Monarchy
Dynasty
Empire
Territory

_____ information system combines benefits administration, payroll, recruiting and training, performance analysis and review into one package.

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.

(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

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.

True
False

The reports generated by the -----are used for analytical decision making by the management.

MIS
DSS
EIS
TIP

_____ system can be used to simulate the consequences of each alternative generated.

DSS
MIS
EIS
CNC

Continue change in work force is harmful for an organization

True
False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between
within
across
inside

: In _____ decision making models, decisions result from competition and bargaining among the organization's interest groups and key leaders.

Rational Man
Garbage Can
Political
Muddling through

(CBIS) stands for -----

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.

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 ?

Primary information
Secondary information
Tertiary information
Primary information, Secondary information

Small organizations usually have complex management structure

True

False

Discovering _____ and _____ contained within the business activity & history and predict future behavior is the purpose of data mining.

structures, possibilities

structures, patterns

relationships, possibilities

patterns, relationships

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

True

False

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

Rational Man

Irrational Man

Muddling through

Garbage Can

The concept of incremental decision making is introduced by the _____ model.

Rational Man

Garbage Can

Muddling through

Irrational Man

Level of _____ refers to the perfection in solution the model will achieve

depletion

optimization

compression

attenuation

The organizational structures are formulated in order to efficiently manage the ----

Business Operations

Business Size

Business Cost

Business Processes

Treat each customer uniquely" is the motto of the entire _____ process.

CRM

Product development

Marketing

Promotion

The concept of incremental decision making is introduced by the _____ model.

Rational Man
Garbage Can
Muddling through
Irrational Man

Procedures are organized in a physical manner to form systems.

True
False

In the real world, it is _____ to specify all of the alternatives and its consequences.

possible
certain
helpful
impossible

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

_____ communication refers to the Information flow from firm to external environment.

Horizontal
Marketing
Suppliers
Vertical

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

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.

Information System
System
Organization
None of above options

The organizational structures are formulated in order to efficiently manage the -----

Business Operations
Business Size
Business Cost
Business Processes

Quality maintenance is an issue which requires structured reporting.

True
False

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

Information
Data Sets
Elements
Data and information

Which of the following refers specifically to the computer control of machine tools for the purpose of repeatedly manufacturing complex parts in metal as well as other materials?

MRP
CAE
CCN
CNC

Which of the following is the cognitive process of selecting a course of action from among multiple alternatives?

Planning
Decision Making
CNC
MRP

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

True
False

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

True
False

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

True
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.

Information System
System
Organization
None of above options

The basic purpose behind setting up systems and procedures is to make available information

True
False

Information system must fulfil the needs of the -----

Customers
Business
Employee
Organization

Which of the following present information in its original form, neither interpreted nor condensed nor evaluated by other writers ?

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?

Product development
MRP
Planning
Decision Making

Which of the following system is linked to all the information systems in an organization?

Marketing information system
Accounting information system
Human resource information system
Manufacturing information system

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

Rational Man
Irrational Man
Muddling through
Garbage Can

: An _____ representation that illustrates the components or relationships of a phenomenon is called a model

concrete
actual
abstract
tangible

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

Trial and error
Heuristics

Critical decision making
Data mining

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

Multiple
Double
Triple
None of these options

Participative management style approach is a combination of both authoritative and mixed style

True
False

_____ system simulates the judgment and behavior of a human or an organization.

Proficient
Expert
Knowledgeable
Open-loop

_____ system simulates the judgment and behavior of a human or an organization.

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.

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?

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.

What-If
Goal Seek
Lexical
Business

Information system must fulfil the needs of the -----

Customers
Business
Employee
Organization

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

design
choice
intelligence
implementation

Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

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?

Human Resource Subsystem
Production subsystem
Accounting & Finance subsystem
Quality Assurance subsystem

KSS
TPS
MIS
DSS

Which of the following system is linked to all the information systems in an organization?

Marketing information system
Accounting information system
Human resource information system
Manufacturing information system

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

Management System
Infrastructure
Decision Support System
Transaction processing system

We can get help in non-routine decision making through _____

KSS
TPS
MIS
DSS

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

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.

command structure
departmental structure
policies
responsibilities

In _____ building, managers attempt to gather more administrative and financial power.

Monarchy
Dynasty
Empire
Territory

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

True
False

In which of the following organizations all critical managerial positions are usually controlled by the family members.

Medium Size

LargeSize
Small Size
none of these options

Small organizations usually have complex management structure

True
False

_____ information is available in manufacturing information system.

Sales
Purchase
Stock
Product

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

DSS, MIS
OLAP, KSS
KSS, DSS
GDSS, DSS

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

Open loop system

Closed loop system

Open end System

Open and close system

In the real world, it is _____ to specify all of the alternatives and its consequences.

possible

certain

helpful

impossible

Quality maintenance is an issue which requires structured reporting.

True

False

_____ communication refers to the Information flow from firm to external environment.

Horizontal

Marketing

Suppliers

Vertical

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

True

False

Semi structured is a gray area which lies _____ the structured and unstructured range.

between

within

across

inside

A particular technique of directing one's attention in learning, discovery or problem solving is known as _____

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.

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

"Treat each customer uniquely" is the motto of the entire _____ process.

CRM

Product development
Marketing
Promotion

Manufacturing process involves more than one sub-process.

True

False

Procedures are organized in a physical manner to form systems.

True

False

It is to be noted that IS and MIS are same.

True

False

Where problem is recurring and repetitive, the _____ factors can be identified in order to identify a particular course of action.

different

multiple
common
various

Medium Sized organizations are normally a family ownership run by

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.

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?

Human Resource Subsystem

Production subsystem

Accounting & Finance subsystem

Quality Assurance subsystem

According to _____ model, organizations are not rational.

Rational Man

Garbage Can

Muddling through

Irrational Man

We can get help in non-routine decision making through _____

KSS

TPS

MIS

dss

Organizations can be distinguished on the basis of following criteria /criterias

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-_____

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.

Narrative

Physical

Mathematical

Graphical

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

True
False

The information can also be ranked in accordance with the qualities it has.

True
False

Individuals _____ to avoid new uncertain alternatives and rely on SOP's.

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?

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 ?

WTO
Company Ordinance
Business Environment
Company Structure

_____ is known as the father of warehouse

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.

True
False

The basic purpose behind setting up systems and procedures is to make available information

True
False

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

CAM
MCA
CNC
MRP

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

True
False

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

True
False

Which of the following is software based production planning and inventory control system for material procurement and scheduling.

CAD
PRM
MRI
MRP


Which of the following is the mental process of knowing, including aspects such as awareness, perception, reasoning and judgment?

CCN
Product development process
Cognitive process
Planning process

Well structured problems are constrained problems with _____ solutions that engage the application of a limited number of rules and principles within well defined parameters.

divergent
convergent
different
disparate

VU ASKARI(ANGIL)

Time Left **89** 
sec(s)

Quiz Start Time: 07:08 PM

Question # 1 of 10 (Start time: 07:08:10 PM)

Total Marks: 1

Personal firewalls may also detect outbound traffic to guard against spy ware, which could be sending your surfing habits to a Web site.


▶ Select correct option:

☒ **True**

☐ False



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 2 of 10 (Start time: 07:09:17 PM)

Total Marks: 1

Cryptography primarily consists of Two basic processes.


▶ Select correct option:

☒ **True**

☐ False



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 3 of 10 (Start time: 07:10:04 PM)

Total Marks: 1

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**



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 4 of 10 (Start time: 07:10:57 PM)

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



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 5 of 10 (Start time: 07:11:48 PM)

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



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 6 of 10 (Start time: 07:12:26 PM)

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



Click here to Save Answer & Move to Next Question

Time Left **53** 
sec(s)

Quiz Start Time: 07:08 PM

Question # 7 of 10 (Start time: 07:13:39 PM)

Total Marks: 1


Intruder might try to remove hard disks is an example of Logical intrusion

 Select correct option:

- ☐ True
- ☒ **False**



Click here to Save Answer & Move to Next Question

Time Left **88** 
sec(s)

Quiz Start Time: 07:08 PM

Question # 8 of 10 (Start time: 07:15:02 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



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 9 of 10 (Start time: 07:15:57 PM)

Total Marks: 1


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

▶ Select correct option:

- ☒ **Vulnerability**
- ☐ Threat Identification
- ☐ Audit Trial
- ☐ Likelihood Identification



Click here to Save Answer & Move to Next Question

Time Left 89
sec(s) 

Quiz Start Time: 07:08 PM

Question # 10 of 10 (Start time: 07:16:39 PM)

Total Marks: 1

_____ refer to the sudden increase in power supply.

▶ Select correct option:

- ☐ Sags
- ☐ Brown outs
- ☒ **Spikes**
- ☐ Black out



Click here to Save Answer & Move to Next Question

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

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

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

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,
 - Input
 - Process
 - 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 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 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

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 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

Question No: 17 (Marks: 1)
Define TQM?

Question No: 18 (Marks: 1)
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

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.

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

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?

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

Page73

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

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

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)

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.

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?

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 _____

Interest rate **Inflation** Markup

Question No: 16

What-if analysis technique is used by _____

Model Driven DSS Data Driven DSS Data Mining

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.

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

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 project progresses.

True

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?

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 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**

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)

Define Technical Feasibility?

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

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.

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

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

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.

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.

Cs507 mid 2008

Question No: 2 Devaluation of currency is called _____

. ▶ Interest rate . **▶ Inflation** . ▶ Markup

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

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 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**

Question No: 17

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

Define TQM?





Solution:

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 overlooked 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 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.

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.

➤ *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**

► *False**

**

*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

► 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

* ► **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 *****

► 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***

*** *Spoken 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.***

****Human Resource Information System**

*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?***

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 broken 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

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

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.

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 and 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)

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/ marks 10

3)_what is SDLC means / marks 3

4)_increment model / waterfall model /marks 1 Why 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 marks question point out any one weakness of incremental 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?

Provides early indication of insurmountable risks, without much cost

▶ **Spiral Model**

▶ ☐ ☐ ☐ ☐

▶ ☐ ☐ ☐ ☐ ☐

▶ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

. 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 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
- ▶ **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

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

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▶ False

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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

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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

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

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On what factors need of information depends in any organization?

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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:-

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
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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 overlooked 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.

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There are three Management Styles.

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- ✚ Participative
- ✚ Mixed

1)Authoritative

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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**.

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."

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

▶ 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

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.

► 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**

► 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

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

► **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

► **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?

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?

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.

-----Regards-----

Talib-e-Dua

**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

(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

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

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: 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 nfastructure 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

▶ 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

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 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

▶ **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 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

▶ **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:

- **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

_____ 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)

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 2009 - 5

CS507- Information Systems

Time: 60 min Marks: 40

Solved With References

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

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

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 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 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**

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 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

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

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 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 look 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
stored in employee time file.
- Employee salary information is taken from employee master file which is used along with time records to calculate gross pay.
- This leads to the calculation of deductions leading to computation of net pay.
- Payroll 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 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

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

MIDTERM EXAMINATION 2009 - 2

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

▶ **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."

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

► **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

► 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.

► 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

► 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

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

- ▶ 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 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 book might be help u for this Question .

http://books.google.com.pk/books?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=I44ma0Y0q_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

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

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 book 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

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 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.

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

"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

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.

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

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.

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.

Question No: 17 (Marks: 1)

What is information System?

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)

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."

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 computersimulated 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, and tool replacement.

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**

- 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 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 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](#)

- ▶ 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**

▶ 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.

▶ 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.

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

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

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
- ▶ 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

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: 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?

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?

Page 69 (May be u get better answer from the book)

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.

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.

Question # 1 of 10 (Start time: 07:10:53 PM) Total Marks: 1

Impact needs to be measured to

Select correct option:

Identify threat

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

<http://vustudents.ning.com/>

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

Data packets are routed across a network with the help of _____.

Select correct option:

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: <http://vustudents.ning.com/>

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: <http://vustudents.ning.com/>

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

Effective Business continuity plans can not be executed without proper

Select correct option:

Control recommendation (PG.153 DIAGRAM)
Control implementation
Control management
Control monitoring

Question # 2 of 10 (Start time: 07:35:59 PM) Total Marks: 1

Impact needs to be measured to

Select correct option:

Identify threat
Record thread history
Worse scenarios of impact
Define the data criticality

Question # 3 of 10 (Start time: 07:37:47 PM) Total Marks: 1

Risks are rated by _____
Select correct option:

Probability and impact

Probability and cost

Probability and size

Probability and exposure

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 # 7 of 10 (Start time: 07:42:10 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: <http://vustudents.ning.com/>

E-Banking

E-Commerce

E-Business

E-Learning

Question # 7 of 10 (Start time: 07:43:01 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 # 8 of 10 (Start time: 07:43:25 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 # 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

Question # 10 of 10 (Start time: 07:44:17 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
Chain of command

Question # 1 of 10 (Start time: 02:58:28 PM) Total Marks: 1

In flow chart diagram circle represents:

Select correct option:

Process
Connector
Decision
Diamond

Question # 2 of 10 (Start time: 02:59:19 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:

True

False

Question # 3 of 10 (Start time: 03:00:08 PM) Total Marks: 1

Which of the following model places emphasis on documentation?

Select correct option:

Waterfall

Spiral

Incremental

Rapid prototyping

Question # 4 of 10 (Start time: 03:00:45 PM) Total Marks: 1

Which of the following ensures the correctness of data in the database?

Select correct option:

Data integrity

Data accessibility

Data consistency

Data analysis (chosen by me)

Question # 5 of 10 (Start time: 03:01:56 PM) Total Marks: 1

Which of the following model is the earliest one?

Select correct option:

Waterfall

Rapid prototyping (not sure)

Extreme programming

Spiral

Question # 6 of 10 (Start time: 03:02:58 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:

programmer

designer

customer

system analyst

Question # 7 of 10 (Start time: 03:03:49 PM) Total Marks: 1

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.

Select correct option:

True

False

Question # 8 of 10 (Start time: 03:04:43 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 # 9 of 10 (Start time: 03:05:26 PM) Total Marks: 1

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.

Select correct option:

- planning
- usage scenarios
- feasibility study
- testing

Question # 10 of 10 (Start time: 03:06:27 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:

- [System Analysts](#)
 - Software Engineers
 - System Designers
 - Chief Executives
-

MIDTERM EXAMINATION

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CS507- Information Systems

Ref No:

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

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

The basic diagrammatic view of system makes the easy and understandable for the organization to understand their goals and their targets to have to achieve in near future.

Question No: 22 (Marks: 2)

List any two tools used to implement TQM.

Following are the two tools for implementing TQM

Histogram
Pareto Analysis

Question No: 23 (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: 24 (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

Question No: 25 (Marks: 5)

Discuss different types of problems we faced in decision making process?

Structured Problem

Well structured constrained problems with convergent solution that engage the application of limited numbers of rules and principles with in well defined parameters.

Un-Structured Problem

Un-structured problems that have multiple solution paths less parameters which can be manipulate

Semi-Structured

A gray area that lie between structured and un-structured problems range

Question No: 26 (Marks: 5)

Identify the situations where Spiral models should be used.

It is used in large scale organization like multi national companies where there is large setup of system where the objective to achieve the targeted goals and where there is risk element involve with a greater probability.

Following are some other considerations as well:

- 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
- Determine Objectives

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

Ref No:

Time: 60 min

Marks: 40

Student Info	
Student ID:	
Center:	
Exam Date:	

For Teacher's Use Only									
Q No.	1	2	3	4	5	6	7	8	Total
Marks									
Q No.	9	10	11	12	13	14	15	16	
Marks									
Q No.	17	18	19	20	21	22	23	24	

[illegible]

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

▶ 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.

- ▶ 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

The emerging class of applications focuses on personalized decision support.

▶ TRUE

▶ FALSE

Question No: 21 (Marks: 2)

Define MIS.

MIS is study of information needs of a management at every level in making operational, tactical, and strategic decisions

Question No: 22 (Marks: 2)

Give any example that describes the difference between incremental and iterative models.

Answer:

Iterative repeats a process a defined number of times (iterations) until a condition is met, i.e. 'do until this occurs'. Incremental adds something to the process each time it is called, i.e. Counter = Counter + 1

Question No: 23 (Marks: 3)

Define CAD?

Answer:

CAD is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.

Question No: 24 (Marks: 3)

Briefly describe SDLC?

Answer:

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 provides;

- Structure
- Methods
- Controls
- Checklist

Question No: 25 (Marks: 5)

**What aspects / criteria must be covered during Feasibility Study phase of SDLC?
Discuss**

Answer:

1. Draw representatives from the departments affected by the project
2. At least one person must have a detailed knowledge of computers and systems design (called system analyst).
3. At least one person should have a detailed knowledge of
 - The organization
 - How current system operates
 - Information needs of the system

- Defects in the existing system
4. Consultants from the outside

Question No: 26 (Marks: 5)

Discuss benefits of MRP II?

Answer:

Followings are benefits of MRP II;

1. Management business rules for strategic planning can be set and enforced.
2. Sales and Marketing can incorporate sales goals that fit material and capacity constraints.
3. Relationships can be developed with vendors to improve purchasing in time.
4. Inventory shortages can be seen before they happen, with communication to customers to get approval of substitutions that will get a part that does the same thing on schedule.
5. Accounting and finance departments get accurate costs and predict cash flow

The information can also be ranked in accordance with the qualities it has.

Select correct option:

☒ True

☐ False

True

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

True

We find the value of the inputs necessary to achieve a desired level of output in _____ analysis

Select correct option:

☐ What-If

☐ Goal Seek

True

☐ Lexical

☐ Business

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

Computer Aided Design

☐ CNC

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

True

An _____ representation that illustrates the components or relationships of a phenomenon is called a model

Select correct option:

- ☐ concrete
- ☐ actual
- ☒ abstract
- ☐ tangible

True

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

True

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

True

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

True

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

True

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) **True**
- ☐ None of above.

There is a greater emphasis on models in case of _____

Select correct option:

- ☐ KSS
- ☒ DSS **True**
- ☐ MIS
- ☐ TPS

_____ are created for just one department.

Select correct option:

- ☒ Data marts True
- ☐ Narrative data models
- ☐ Data driven DSS
- ☐ Graphical data models

_____ also has the ability to explain the line of reasoning in reaching a particular solution, which _____ does not have.

Select correct option:

- ☒ DSS, MIS True
- ☐ OLAP, KSS
- ☐ KSS, DSS
- ☐ GDSS, DSS

The set of _____ being discharged set the tone and structure of that department.

Select correct option:

- ☒ responsibilities
- ☐ rules
- ☐ laws
- ☐ processes

True

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

Organizational Information System

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

Select correct option:

- ☒ Infrastructure **True**
- ☐ System
- ☐ Organization
- ☐ Internet

Participative management style approach is a combination of both authoritative and mixed style

Select correct option:

- ☒ True
- ☐ False **False**

Continue change in work force is harmful for an organization

Select correct option:

- ☒ True
- ☐ False **False**

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

Select correct option:

- ☐ True
- ☐ False
- 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.

Select correct option:

- ☐ Information System
- ☐ System
- ☐ Organization
- ☐ None of above options
- True

Information system must fulfil the needs of the -----

Select correct option:

- ☐ Customers

- ☐ Business
- ☐ Employee
- ☐ Organization

True

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

Select correct option:

- ☐ True
- ☐ False

True

(CBIS) stands for -----

Select correct option:

- ☐ Concurrency based information system
- ☐ Coordination based information System
- ☐ Control basic information system
- ☐ Computer Based Information System

True

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:

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 # 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

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Select correct option:

True

False

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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?
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

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:

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.

Cs507 quizzzzzzzzzzzzzzzzzz

Question # 1 of 10 (Start time: 07:00:01 PM) Total Marks: 1

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efficiency

increased productivity

failure

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Business Environment

Company Structure

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Select correct option:

Islamic
Christian
Hindu
Social

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True
False

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Planning process

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Database design
Prototyping

Question # 10 of 10 (Start time: 07:19:01 PM) Total Marks: 1

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JIT

JTI

TQM