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**20 MIDTERM PAPERS WITH SUBJECTIVE AND 20 + PAPERS
SUBJECTIVE PORTION SOLVED BY DUA WAQAR**

MIDTERM EXAMINATION

Spring 2009

Cs-507 information system (session-2)

Paper#1

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

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

True

False

Every decision we take in daily life requires some sort of information about the alternatives available. Page#01

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

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

Customers

Business

Employee

To fulfill a need: Information system must fulfill the needs of the business. An organization needs information of its customers, product, market trend, employee information, payroll, manufacturing cost etc. Page#16

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

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

True

False

Every system comprises of basic components which in coordination formulate a system. Page#23

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

----- Level is formulation of new sales products, and identifying new sales opportunities.

Operational

Managerial

Strategic

Strategic Level: Page#42

1. Formulation of new sales products and identifying new sales opportunities.

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

Automation has not enhanced the availability of information.

True

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False

Automation has enhanced the availability of information. Page#47

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

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

True

False

Accounting information system (AIS) is linked to all the information systems in an organization. Page# 53

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

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

True

False

Cost benefit analysis is a must in choosing an alternative in a decision making model. Page#62

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

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

Structured

Semi Structured

Unstructured

Unstructured decisions are those in which the decision maker must provide judgment, evaluation, and insights into the problem definition. **Structure decisions**, by contrast, are repetitive and routine and involve a definite procedure for handling them so that they do not have to be treated each time as if they were new. Some decisions are **semi structured**; in such cases, only part of the problem has a clear-cut answer provided by an accepted procedure. http://e-learning.mfu.ac.th/mflu/1203371/chapter3_3.htm

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

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

Prototyping

Iterative

Incremental Page#79

RAID

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

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

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

Incremental Model Page#79

WaterFall Model

Iterative Model

RAID

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

There are five phases of the decision making process

True Page#58

False

Decision-making process

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

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

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence

Design

Choice

Implementation Page#58

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

Receivables and payables are the information needs in _____

Small Organization Page#7

Medium organization

Large Organization

Examples of Information requirements of Small Organizations

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

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

Board of Directors are elected from _____

Employees

Customers

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Share holders

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

Devaluation of currency is called _____

Interest rate

Inflation

Markup

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

What-if analysis technique is used by _____

Model Driven DSS Page#34

Data Driven DSS

Data Mining

Model driven DSS uses following techniques

• *What-If analysis*

Attempt to check the impact of a change in the assumptions (input data) on the proposed solution

Question No: 17

Identify harms of Iterative System development model.

Harms

The Iterative Model can lead to "scope creep," since user feedback following each phase may lead to increased customer demands. As users see the system develop, they may realize the potential of other system capabilities which would enhance their work.

Question No: 18 (Marks: 1)

Define CRM?

Customer Relationship Management:

CRM is a business strategy that goes beyond increasing transaction volume.

Its objectives are to increase profitability, revenue, and customer satisfaction.

To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.

Thus, CRM is primarily a strategic business and process issue rather than a technical issue.

Question No: 19 (Marks: 2)

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

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

• **Incremental:** add to the product at each phase

• **Iterative:** re-do the product at each phase

Example: Building a House

• **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.

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- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 20 (Marks: 3)

Discuss characteristics of Flat organization.

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels
- Eliminates middle level managers
- Decentralizes authority to low level managers

Question No: 21 (Marks: 5)

DSS are used to make Semi structured decisions. What does DSS use as support to make Semi Structured Decisions?

Semi-structured Decisions

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment.

A gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Question No: 22 (Marks: 10)

Define Ethics and discuss ethics w.r.t organizational factors

Corporate or business ethics have attained vital importance in today's world. The issue not only addresses matters such as how those charged with governance and managing businesses take decisions but importantly the employee conduct and behavior the corporations responsibility in terms of its image, product, branding, trade, business practices and compliance with not only national and regional but also international laws. The huge number of financial and corporate scandals has moved the regulators to take suitable action. In Pakistan all listed companies particularly are required to follow the code of corporate governance.

Paper#2

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

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

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Business Environment Page#14

Company Structure

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

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

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

Open loop system Page#20

Closed loop system

Open end System

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

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

The environment exerts influence on the system and the system also influences the environment.

Open system Page#21

Closed system

Closed end System

Open Systems: The environment exerts influence on the system and the system also influences the environment.

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

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

True Page#36

False

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

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

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

Produce Page#53

Sale

Purchase

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

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

MIS and DSS can be seen as having a systematic approach towards problem solution.

True Page#62

False

MIS and DSS can be seen as having a systematic approach towards problem

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solution.

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

----- is also known as information systems development or application development

PDLC

SDLC Page#65

DBLC

LCD

SDLC is also known as information systems development or application development.

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

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

System Analysts Page#87

Software Engineers

System Designers

Chief Executives

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

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

Prototyping

Iterative

Incremental Page#79

RAID

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

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

True Page#69

False

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

Which of the following is one of the "Types of Problem"?

Structured

Unstructured

Semi-Structured

ALL of the given options Page#56

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

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_____ are run under direct supervision of family members.

Small Organization

Medium organization Page#07

Large Organization

Medium sized organizations are run under direct supervision of the family

Members which rarely extends to segregation of duties and delegation of authority.

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

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

Input element

Processing

Control mechanism Page#23

Every system is expected to generate some sort of standardized output. Hence actual output needs to be compared with what it is supposed to generate. This comparison of actual with expected output is done with the help of control mechanism.

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

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

Support system

Decision support system

Transaction control system Page#30

Transaction Processing System is used to record transactions of routine and repetitive nature.

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

_____ is an integrated man-machine system for providing information to support operation and management.

Office automation system

Decision support system Page#43

Word processing

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

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

True Page#82

False

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

Question No: 17 (Marks: 1)

Define TQM?

TQM is a set of management and control activities which focus on quality assurance.

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Question No: 18 (Marks: 1)

What is a system?

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

Question No: 19 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial Information Systems

Strategic level

1. Investment goals
2. long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Question No: 20 (Marks: 3)

Differentiate between Manual and Computer based Information system

In manual environment, the concept of transformation was difficult to apply, since input of data into records was by itself the output which also included simple computations. Concept of control mechanism grew stronger as computerized information systems emerged.

CBIS is an Information System that uses computer & telecommunications technology to perform its intended tasks. In CBIS, Information technology (IT) becomes a subset of the Information system.

Question No: 21 (Marks: 5)

Discuss briefly what you understand by corporate social responsibility (CSR)

Corporate social responsibility (CSR) is an expression used to describe what some see as a company's obligation to be sensitive to the needs of not only all of the stakeholders in its business operations but more importantly the community at large. It has been defined as:

"The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as the local community and society as large"

Corporate social responsibility incorporates the principle of sustainable development along with

"Triple bottom line reporting" reflecting not only financial results but also social and environmental impact of the business

Question No: 22 (Marks: 10)

What do you understand by Tertiary sources? Give at least two definitions. Explain it with examples.

This is the most problematic category of all.

Some Definitions of Tertiary Sources:

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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)

Paper#3

MIDTERM EXAMINATION 2009

CS507- Information Systems

Time: 60 min Marks: 40

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

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

Logical Page#18

Physical

Hybrid

Procedures are organized in a logical manner to form systems, the value of information as an output of a system enhances.

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

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

True Page#21

False

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

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

Information Page#29

Decision

Management

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

The term information architecture describes a specialized ----- which relates to

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the management of information and employment of informational tools.

Skill Set Page#30

Data Set

Tool Set

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

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

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

DDS

MIS Page#33

IS

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

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

Structured

Unstructured

Semi-Structured

http://wps.prenhall.com/bp_laudon_mis_10/62/15947/4082513.cw/content/index.htm

Question#02

&

http://books.google.com/books?id=HwB_U0BTasAC&pg=PA182&dq=decision+is+one+for+which+there+may+be+several+%22right%22+answers+and+there+is+no+precise+way+to+get+a+right+answer&hl=en&as_scd=adNvTYyzDctrQewqcHsDg&sa=X&oi=book_result&ct=result&resnum=1&res=0CCcQ6AEwAA#v=onepage&q=decision%20is%20one%20for%20which%20there%20may%20be%20several%20%22right%22%20answers%20and%20there%20is%20no%20precise%20way%20to%20get%20a%20right%20answer&f=false

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

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

▶ Authoritative

▶ Mixed

▶ Democratic Page#12

In a Democratic style, the manager allows the employees to take part in decision-making; therefore everything is agreed by the majority.

:

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

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

SDLC Page#65

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System Design

System Analysis

Audit Trials

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

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

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

True Page#44

False

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

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

BRP

MRP Page#50

CRP

MRP helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements. This helps in achieving on time delivery, High Quality, at the best price.

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

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

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 Page#57

Semi structured

Structured decisions:

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

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

_____ is the raw data entered in the computer system.

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Input element Page#20

Control Mechanism

Output System

• **Input elements: Raw Data input to the computer system**

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

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

True Page#86

False

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

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

True Page#86

False

Question No: 17 (Marks: 1)

What is information System?

“Interrelated components working together to collect, process, and store and disseminate information to Support decision making, coordination control, analysis and visualization in an organization.”

Question No: 18 (Marks: 1)

Enlist the categories of the Support system.

Support systems can be classified into two categories

- Office automation systems

- Decision support systems

Decision Support Systems was defined by Bill Inman, father of data warehouse, as

“A system used to support managerial decisions. Usually DSS involves the analysis of many units of data in a heuristic fashion. As a rule, DSS processing does not involve the update of data”

Question No: 19 (Marks: 2)

What is an Office Automation System?

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

Question No: 20 (Marks: 3)

What do you understand by ERD? Define briefly

An entity-relationship (ER) diagram is a specialized graphic that illustrates the

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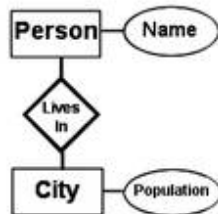
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interrelationships between entities in a database. ER diagrams often use symbols to represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.



Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

Question No: 21 (Marks: 5)

Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

"It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically."

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

Question No: 22 (Marks: 10)

Discuss different phases of decision making process in detail

Decision-making process

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

Paper#4

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems

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

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

Primary

Tertiary

All of above Page#01

Secondary

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

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

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

True

False

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

Manufacturing process involves more than one sub-process.

True Page#08

False

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

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

Hierarchical organization

Flat Organization Page#10

Pyramid Organization

Flat organization refers to an organizational structure with few or no levels of intervening management between staff and managers.

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

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

Open loop system Page#20

Closed loop system

Closed end System

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

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

True Page#23

False

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

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

Robustness

Heuristic Page#33

DSS

EIS

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

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

Neural network System Page#40

Fuzzy logic

DSS

ESS

Neural networks do not model human intelligence. They seek to put intelligence into the hardware in the form of generalized capability to learn.

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

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

True Page#83

False

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

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

Prototyping

Iterative

Incremental Page#79

RAID

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

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

True

False Page#53

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

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

Technical Reports are examples of _____ resource.

Tertiary

Primary Page#02

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Secondary

Some examples of primary sources:

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

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

Organizations are distinguished on the basis of _____

Attributes

Policy

Management Page#10

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

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

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

_____ are run under direct supervision of family members.

Small Organization

Medium organization Page#07

Large Organization

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

In _____ there is low number of subordinates per person.

Pyramid Structure Page#10

Flat Structure

Modern Structure

Organizational Structure Pyramid/Tall/Hierarchical

- Low number of subordinates per supervisor
- Long chain of command
- Greater number of levels

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

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

Flat Structure Page#11

Tall Structure

Classical structure

Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels

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Question No: 17 (Marks: 1)

Define TQM?

Total Quality Management (TQM)

TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

Conglomerate organizations are corporations that have multiple revenue streams from business activities that are completely unrelated.

Question No: 19 (Marks: 2)

What aspects should be covered by design of information flow?

Design of the information flow

It is a major step in the conceptual design. Following aspects should be covered

- 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?

Chief executive is the highest-ranking corporate officer (executive) or administrator in charge of total management of an organization. An individual appointed as a CEO of a corporation, company, organization, or agency typically reports to the board of directors.

The responsibility of a chief executive officer is to align the company, internally and externally, with his or her strategic vision. The core duty of a CEO is to facilitate business outside of the company while guiding employees and other executive officers towards a central objective.

Question No: 21 (Marks: 5)

Identify the basic purpose of DFD and identify the steps of designing a DFD for any process?

Data Flow Diagram

"A data flow diagram (DFD) is a graphical representation of the "flow" of data through an information system."

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

STEPS TO DRAW A DATA FLOW DIAGRAM

Steps

Note: Solve these papers by yourself

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1. Start from the **context diagram**. Identify the parent process and the external entities with their net inputs and outputs.
2. Place the external entities on the diagram. Draw the boundary.
3. Identify the data flows needed to generate the net inputs and outputs to the external entities.
4. Identify the business processes to perform the work needed to generate the input and output data flows.
5. Connect the data flows from the external entities to the processes.
6. Identify the data stores.
7. Connect the processes and data stores with data flows.
8. Apply the **Process Model Paradigm** to verify that the diagram addresses the processing needs of all external entities.
9. Apply the **External Control Paradigm** to further validate that the flows to the external entities are correct.
10. Continue to decompose to the **nth level DFD**. Draw all DFDs at one level before moving to the next level of decomposing detail. You should decompose horizontally first to a sufficient nth level to ensure that the processes are partitioned correctly; then you can begin to decompose vertically.

<http://it.toolbox.com/blogs/enterprise-solutions/data-flow-diagrams-dfds-14573>

Question No: 22 (Marks: 10)

Discuss the purpose of Feasibility Study? Discuss key areas?

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- **Technical Feasibility** – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?
- Response times – time between request and execution
- Volume of transactions, which can be processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution
- **Operational Feasibility** – compliance and adjustability with the way organization works with attitude to change or chains of command.
- Can the input data be collected for the system?
- Is the output usable?
- **Economic feasibility** – Do the benefits of the system exceed the costs?

It should be the BEST OPTION among those under consideration for the same purpose.

- **Behavioral feasibility** – What impact will the system have on the user's quality of working life?

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- Reduction is job stress
- Job satisfaction
- Quality of output by employees

Paper#5

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 1)

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

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

Primary Information Page#02

Tertiary Information

Secondary Information

All of above

Primary Sources

They present information in its original form, neither interpreted nor condensed nor evaluated by other writers.

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

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

True Page#01

False

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

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

Super market

Online Market

Competitive market Page#16

Competition for cheaper factors of production

Cheaper factor of production is a challenge for the survival of a company in competitive market.

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

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

User Page#31

Data

Information

A TPS wants every transaction to be processed in the same way regardless of the user, the customer or the time for day.

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

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

True Page#33

False

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

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

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

Robustness

Heuristic Page333

DSS

EIS

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

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

False

True Page335

Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

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

Automation has not enhanced the availability of information.

True

False Page#47

Automation has enhanced the availability of information

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

Data mining can allow a firm to develop:

Specific marketing campaigns for different customer segments Question#06

DSS based on the Web.

1 & 2

http://wpscms.pearsoncmg.com/bp_laudon_mis_9/0,,2102096-justcontent,00.utf8.html

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

The systems development life cycle is a project management technique that divides

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complex projects into smaller, more easily managed segments or phases.

True Page#65

False

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

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

Prototyping

Iterative

Incremental

RAID

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

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

Incremental Model

Waterfall Model

Iterative Model

RAID

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

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

TRUE

FALSE

<http://www.scribd.com/doc/4545637/Decision-Support-Systems> (Page#23)

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

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

Implementation

Choice

Monitoring Page#59

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

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

Service sector

Manufacturing Sector Page#08

Trading sector

Information Requirements of Manufacturing Sector

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc.

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

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_____ is not connected with environment.

Close system Page#21

Open system

Closed Loop System

Closed Systems: A system that is not connected with its environment

Question No: 17 (Marks: 1)

What do you understand by Spiral Models?

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Question No: 18 (Marks: 1)

Give any example that is basically a primary source but is also a secondary source too.

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

Question No: 19 (Marks: 2)

What is an Office Automation System?

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

Question No: 20 (Marks: 3)

Designing file or database is a major component of system designing. Identify its basic purposes.

Designing file or database

This serves following purposes:

- Data accessibility is ensured to the user is ensured as and when required.
- Data consistency – data updates in master file will automatically update the data in the whole system.
- Data is efficiently processed & stored.
- Data integrity that is Correctness of data is ensured. This does not mean that incorrect amounts entered into the computer will be automatically corrected by because the computer only records what is entered but if there is an error in entering pre-defined parameters these would be corrected or thrown up as an error. Further, the data processed according to the pre-defined procedures every time around without any change unless an error has been caused to the program handling the data.

Question No: 21 (Marks: 5)

Differentiate between the following

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Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

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

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).

Example of Data Mining

Consider a retail sales department. Data mining system may infer from routine transactions that customers take interests in buying trousers of a particular kind in a particular season. Hence, it can make a correlation between the customer and his buying habits by using the frequency of his/her purchases. The marketing department will look at this information and may forecast a possible clientele for matching shirts. The sales department may start a departmental campaign to sell the shirts to buyers of trousers through direct mail, electronic or otherwise. In this case, the data mining system generated predictions or estimates about the customer that was previously unknown to the company.

Paper#6

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

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

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

True Page#01

False

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

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

True Page#15

False

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

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

Customers

Business Page#16

Employee

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

Closed system is dependent on the internal resources and data.

True Page#24

False

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

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

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

Neural network System Page#40

Fuzzy logic

DSS

ESS

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

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

Structured

Semi Structured

Unstructured

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

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

Narrative Page#74

Written

Explanatory

Descriptive

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

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

True Page#43

False

CRM reduces cost of sales and distribution by Targeting advertising to customers to increase the probability that an offer is accepted

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

Production subsystem needs to be linked with the marketing system to produce right

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amount of product.

True Page#53

False

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

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

True Page#53

False

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

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

True Page#56

False

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

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

True

False Page#56

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

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

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

TRUE

FALSE

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

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

TRUE

FALSE Page#59

Monitoring example: Evaluate recovery patterns, relevant costs involved

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

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

True Page#82

False

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

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

True Page#82

False

Question No: 17 (Marks: 1)

Why does it need for Production subsystem to be linked with marketing system?

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

Question No: 18 (Marks: 1)

What are the conglomerate organizations?

Conglomerate organizations are corporations that have multiple revenue streams from business activities that are completely unrelated.

Question No: 19 (Marks: 2)

What do you mean by System Analyst?

Systems Analyst

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

Question No: 20 (Marks: 3)

Identify different phases of Spiral model.

There are usually four distinct phases of the spiral model software development approach

1. Determine objectives, alternatives, constraints.
2. Evaluate alternatives, identify and resolve risks – This involves Risk analysis and Prototyping
3. Develop, verify next-level product
4. Plan next phase

Page 82, 83

Question No: 21 (Marks: 5)

Discuss the Characteristics of the Incremental Model with pros and cons.

Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Benefits

- Working functionality is produced earlier – computation of value to cost ratio

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- Reduces risks of change in user requirements
- Provides clients flexibility in decision making.
- Risk management is incremental
- Smaller scope for change in user requirements

Criticism

- Larger picture cannot be seen until the entire system is built
- Difficult to break down the total system at early stage of product development to determine reasonable increments

Question No: 22 (Marks: 10)

Discuss different types of Decisions in detail.

Type of Decisions

All problems require decision making, however the nature of problem determines how it should be approached. The decision making process There are three types of decisions

1. **Unstructured decisions** are those in which the decision maker must provide judgment, evaluation, and insights into the problem definition.
2. **Structure decisions**, by contrast, are repetitive and routine and involve a definite procedure for handling them so that they do not have to be treated each time as if they were new.
3. Some decisions are **semi structured**; in such cases, only part of the problem has a clear-cut answer provided by an accepted procedure.

Paper#7

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

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

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

True Page#02

False

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

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True Page#16

False

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

They represent Equations / Formulae representing relationship between two or more

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factors related to each other in a defined manner is called-----

Graphical Model

Mathematical Model Page#37

Algebra Model

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

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

Different Page#46

Same

Mixed

The departmental structures are different in banking and financial sector. This in turn becomes the basis of design and development of functional information systems.

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

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

BRP

MRP Page#50

CRP

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

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

Produce Page#53

Sale

Purchase

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

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

True Page#78

False

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

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

True

False Page#50

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

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

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Decision procedures can be pre-specified, but not enough to lead to the correct decision are called-----

Structured Decisions

Unstructured Decisions

Semi Structured Decisions

Reference:

Structured (operational): The procedures to follow when decision is needed can be specified in advance

Unstructured (strategic): It is not possible to specify in advance most of the decision procedures to follow

Semi-structured (tactical): Decision procedures can be pre-specified, but not enough to lead to the correct decision

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

Which of the following phase of decision making process involves implementing the selected course of action?

Intelligence

Design

Choice

Implementation Page#58

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

Devise a discount or training policy is an example of choice phase.

TRUE

FALSE Page#59

Design example: Devise a discount or training policy

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

Source of information is generally categorize in primary, secondary and

Proximity

Initially

Tertiary Page#01

Sources of information are generally categorized as primary, secondary or tertiary depending on their originality and their proximity to the source or origin.

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

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

Flat Structure Page#11

Tall Structure

Classical structure

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

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

Formal

Informal

External

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

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

Iterative

Incremental

Raid

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

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

True

False Page#79

(Handout page 94) incremental model combines the elements of the waterfall model with the philosophy of prototyping.

Question No: 17 (Marks: 1)

What do you understand by Business environment?

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

Question No: 18 (Marks: 1)

What is information System?

“Interrelated components working together to collect, process, and store and disseminate information to Support decision making, coordination control, analysis and visualization in an organization.”

Question No: 19 (Marks: 2)

Define Technical Feasibility?

Technical Feasibility – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution
- Volume of transactions which can processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution

Question No: 20 (Marks: 3)

What will be the results if we compare Incremental models with Iterative Models?

Explain with any example

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Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 21 (Marks: 5)

Discuss information requirements at different levels of Management in marketing information System?

Management Levels in MKIS

MKIS should cater for information requirements at each level, for instance

Strategic Level

1. Formulation of new sales products, and identifying new sales opportunities.
2. Planning support for new products and services
3. Monitoring competitors

Knowledge Level

1. Market analysis based on demographics and customer behavior
- Management level

1. Sales performance analysis is required to monitor how to enhance sales and address related issues.
2. Sales staff analysis is important to see how much of the sales portion has been contributed by each of the employees.

Operational Level

1. Taking comments from customers for measuring satisfaction is a responsibility of the managerial level.
2. Tracking sales, processing orders and customer support

Question No: 22 (Marks: 10)

The difference between the manual and computerized environment arises due to the many reasons, discuss them in detail.

The difference between the manual and computerized environment arises due to the following reasons, quite simply because of the different nature of the environments:

- **Logical access control** issues in computerized environment.
- **Duplication of clerical work** generally observed in a manual environment is eliminated in the computerized environment.
- **Automatic generation of specified reports:** In a computerized environment as opposed to manual data compilation.
- **Data integrity** is more fully secured in a computerized environment with addition or authorized changes in data being automatically updated for all purposes through a single

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button effort as opposed to making changes or updating in each register or record affected by the same in a manual environment.

- **Drill down function to conduct analysis** of recorded data is available in a computerized environment as opposed to undertaking a manual analysis of all data.
- **Flexibility of presenting data** in desired or different format including using specified data to be shown graphically is available in computerized environment.
- **Data Security and confidentiality** can be assured to a higher degree in a computerized environment.

Paper#8

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 2)

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

Manufacturing process involves more than one sub-process.

True Page#08

False

Manufacturing process involves more than one sub-processes, detailed information is required before transferring materials for warehousing, manufacturing and sale to final consumer.

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

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

True

False

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

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

True Page#34

False

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

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

Model Building

Deployment

Exploration Page#36

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

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

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

Incremental Model

Iterative Model Page#80

RAID

Spiral

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

The departmental structures are different in banking and financial sector

True Page#46

False

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

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

True Page#54

False

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

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

True Page#56

False

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

Devise a discount or training policy is an example of design phase

TRUE Page#59

FALSE

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

Technical Reports are examples of _____ resource.

Tertiary

Primary Page#02

Secondary

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

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

Literature.

Secondary

Primary

Tertiary

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In science, secondary sources are those which simplify the process of finding and evaluating the primary literature. Page#02

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

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

System

Procedure

Organization

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

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

Size

Quality Page#06

Need

Information Quality Checklist

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

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

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

Organization

System Page#18

Firm

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

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

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

Open loop system

Close system

Open system

A system that is connected to its environment by means of resource flows is called an

Open system. Page#21

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

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

Iterative

Incremental

Raid

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

Note: Solve these papers by yourself

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describe the three activities found in information systems.

Information systems activities

Information processing (or data processing) activities that occur in information system include the following:

- Input of data resources
- Processing of data into information
- Output of information products
- Storage of data resources
- Control of system performance

Question No: 18 (Marks: 1)

Define water fall model of SDLC.

Waterfall model / Classic lifecycle/ Linear Sequential Model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases.

Question No: 19 (Marks: 2)

Identify the purpose of Feasibility study.

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Question No: 20 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their:
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives

Question No: 21 (Marks: 5)

What is the purpose of Transaction Processing system?

This system is used to record transactions of routine and repetitive nature.

For Instance

- Defining the transaction recording structure
- Placing customer orders

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- Billing customers
- Other basic business transactions

Transaction processing is designed to maintain a computer system (typically a **database** or some modern **file systems**) in a known, consistent state, by ensuring that any operations carried out on the system that are interdependent are either all completed successfully or all canceled successfully.

Question No: 22 (Marks: 10)

What is the purpose of Feasibility Study? Discuss key areas?

Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing business or proposed venture, opportunities and threats as presented by the environment, the resources required to carry through, and ultimately the prospects for success.

Key Areas of Feasibility

Following aspects/criteria can be covered in a feasibility study.

- **Technical Feasibility** – is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution

- Volume of transactions, which can be processed within the given time

- Capacity to hold files or records of a certain size

- Number of users supported without execution

- **Operational Feasibility** – compliance and adjustability with the way organization works with attitude to change or chains of command.

- Can the input data be collected for the system?

- Is the output usable?

- **Economic feasibility** – Do the benefits of the system exceed the costs?

It should be the BEST OPTION among those under consideration for the same purpose.

- **Behavioral feasibility** – What impact will the system have on the user's quality of working life?

- Reduction in job stress

- Job satisfaction

- Quality of output by employees

Paper#9

MIDTERM EXAMINATION

Fall 2008

CS507- Information Systems (Session - 2)

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

Following statement is true for which of the following model?

Provides early indication of insurmountable risks, without much cost

► INCREMENTAL MODEL

► Iterative Models

► **SPIRAL MODEL**

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<http://www.scribd.com/doc/22357919/Sdlc-Models-in-detatail>

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

Devaluation of currency is called _____

- ▶ Interest rate
- ▶ **Inflation**
- ▶ Markup

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

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

- ▶ Primary
- ▶ **Tertiary Page#03**
- ▶ Secondary

Tertiary Sources

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

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

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

- ▶ Choice
- ▶ Design
- ▶ **Intelligence Page#59**

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

There are TWO phases of the decision making process

- ▶ TRUE
- ▶ **FALSE Page#60**

There are five phases of the decision making process

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

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

- ▶ **Intelligence Page#60**
- ▶ Design
- ▶ 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

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► **False**

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

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

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

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

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

- **System Analysis Page#86**
- System Design
- Risk Management
- Risk Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

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

Data mining can allow a firm to develop:

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

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

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

- Decrease
- **Increase Page#43**
- Stable

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

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

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

- **True Page#34**
- False

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

The term information architecture describes a specialized ----- which relates to

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the management of information and employment of informational tools.

► **Skill Set** Page#30

- Data Set
- Tool Set

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

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

----- Generally, is the set of interconnected structural elements that provide the framework for supporting the entire structure?

► **Infrastructure** Page#29

- Decision Support System
- Management System

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

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

High level of foreign trade has resulted in imports and exports which require inter linkage for smooth coordination.

► **True** Page#19

- False

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

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

► **Primary** Page#02

- Secondary
- Tertiary
- None of these

Primary sources are original materials on which other research is based

Question No: 17

What factors need of information depends in any organization?

Solution:-

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

Define TQM?

Total Quality Management (TQM)

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TQM is a set of management and control activities which focus on quality assurance. The quality of the products and services is enhanced and then offered to consumers

Question No: 19 (Marks: 2)

Enlist the types of models used in DSS.

Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 20 (Marks: 3)

What is the need for accounting information system (AIS) to be linked to all the information systems in an organization?

Accounting information system is linked to all the information systems in an organization. This is important because the data required for proper book keeping and generation of transactional reports is extracted from all over the organization. For instance sales information can be sought only from marketing information system and stock information is available in manufacturing information system.

The purpose of AIS is to accumulate data and provide decision makers (investors, creditors, and managers) with information to make decision.

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends
Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other. Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

An organization should consider the above mentioned requirements while devising a system which tailors for specific information needs. **LESSON 3**

Question No: 22 (Marks: 10)

What are the management styles? Discuss in details.

Various management styles can be employed dependent on the culture of the business, the nature of the task, the nature of the workforce and the personality and skills of the leaders.

There are three Management Styles.

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Authoritative

Participative

Mixed

1) Authoritative

An Autocratic or authoritarian manager makes all the decisions, keeping the information and decision making among the senior management.

2) Participative

In a Democratic style, the manager allows the employees to take part in decision making; therefore everything is agreed by the majority. The communication is extensive in both directions. This style can be particularly useful when complex decisions need to be made that require a range of specialist skills

3) Mixed

This approach is a combination of both above styles. Input is taken and respected, final decision is taken by the senior management keeping in view the views given by the employee.

Paper#10

**MIDTERM EXAMINATION
CS507- Information Systems**

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

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called-----

- ▶ WTO
- ▶ Company Ordinance
- ▶ **Business Environment** Page#14
- ▶ Company Structure

Business Environment is defined as “all elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization

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-----

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► **Critical Page#34**

- Simple
- Moderate

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

Information systems based on Rational Man Model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty

► **True Page#61**

- False

Rational Man Model

Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty.

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

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

► **Spiral Page#83**

- Water Fall
- Incremental
- Iterative

Spiral Model Weaknesses: Difficult to convince some customers that the evolutionary approach is controllable

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

Water Fall model places emphasis on documentation (such as requirements documents and design documents) as well as source code.

► **True**

- False

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

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

► **True Page#51**

- False

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

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

- ▶ **TRUE**
- ▶ FALSE

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

Directories are example of _____ resource.

- ▶ Primary
- ▶ Secondary
- ▶ **Tertiary Page#03**

Some examples of tertiary sources:

1. Almanacs and fact books
2. Bibliographies (may also be secondary)
3. Chronologies
4. Dictionaries and encyclopedias (may also be secondary)
5. Directories

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

_____ is the raw data entered in the computer system.

- ▶ **Input element Page#20**
- ▶ Control Mechanism
- ▶ Output System

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

Feed back is the integral part of the _____

- ▶ Open system
- ▶ Close System
- ▶ **Closed Loop System Page#25**

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

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

- ▶ Physical
- ▶ **Narrative Page#37**
- ▶ Graphical

The spoken and written description of an entity as Narrative model is used daily by managers and surprisingly, these are seldom recognized as models.

For instance

All business communications are narrative models

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

----- combines many human resource functions like benefits administration, payroll, recruiting and training etc.

- ▶ **Human Resource Information System Page#54**
- ▶ Account Information System

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► Financial Information System

Human Resource Information Systems

It is an information system that combines many human resources functions, including benefits administration, payroll, recruiting and training, and performance analysis and review into one package.

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

In which of the following decisions the problems are non routine, critical and novel in nature, require individual judgment, evaluation and insight varying on case-to case basis.

- Semi-Structured decisions
- **Unstructured decisions**
- Structured decisions

Question No: 17 (Marks: 1)

Give any example that is basically a primary source but is also a secondary source too.

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

Question No: 18 (Marks: 1)

Define TQM?

TQM is a set a philosophy and style of management that gives everyone in an organization responsibility for delivering quality to the customer.

Question No: 19 (Marks: 2)

Identify the Characteristics of the Incremental Model

Characteristics of the Incremental Model

- The system development is broken into many mini development projects
- Partial systems are successively built to produce a final total system.
- Highest priority requirements tackled early on.
- Once an incremented portion is developed, requirements for that increment are frozen.

Question No: 20 (Marks: 3)

What are the information requirements for Management level in Accounting & financial Information Systems.

Management level

1. Control over firm's financial resources
2. Investment management
3. Budget management
4. Tax management
5. Profitability & Performance Evaluation

Question No: 21 (Marks: 5)

What should be the basic characteristics of paper free environment?

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Paper Free Environment

- Information overload enhances paper work.
- Maintenance of records in hard form has always proven to be a cumbersome task.
- An IS/CBIS should be efficient enough to properly manage documents electronically.
- Customer orders met through Virtual Private Networks and intranets (to be discussed later).
- Payments made through Electronic payment system.
- Report generation and record analysis gets convenient and easy.

Question No: 22 (Marks: 10)

What are the management styles? Discuss in details.

Repeat

Paper#11

MIDTERM EXAMINATION 2009

CS507- Information Systems

Time: 60 min Marks: 40

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

The organizational structures are formulated in order to efficiently manage which of the following:

- ▶ Business Cost
- ▶ **Business Operations** Page#05
- ▶ Business Size

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

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

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

- ▶ False
- ▶ **True**

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

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

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► **Risk Analysis Page#86**

- System Analysis
- System Design
- Risk Management

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

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► **True Page#79**

- False

The first increment is usually the core product which addresses the basic requirements of the system.

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

Which of the following design involves breaking up the logical design into units?

► **Physical Page#76**

- Logical
- None of above options
- Commercial

The physical design involves breaking up the logical design into units, which in turn can be decomposed further into implementation units such as programs and modules.

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

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

- CAD
- **CAM**
- CIM

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

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

► **True**

- False

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

Which of the following phase of decision making process involves selecting a course of action from those available?

- Design
- **Choice Page#58**
- Implementation
- Intelligence

Decision-making process

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- **Choice – selecting a course of action from those available**

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

There are TWO phases of the decision making process

▶ TRUE

▶ **FALSE**

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

MIS is the primary source for the managers to be aware of red-alerts.

▶ **TRUE** Page#58

▶ FALSE

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

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

▶ Size

▶ **Quality**

▶ Need

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

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

▶ Service sector

▶ **Manufacturing Sector**

▶ Trading sector

Manufacturing Sector

Management is concerned with the day to day costs, production targets, quality of the product, delivery schedules, etc. Page#08

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

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

▶ True

▶ **False** Page#20

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

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

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

▶ Support system

▶ Decision support system

▶ **Transaction control system** Page#30

Transaction Processing System: This system is used to record transactions of routine and repetitive nature.

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

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

- ▶ BRP
- ▶ **MRP**
- ▶ CRP

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

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

- ▶ False
- ▶ **True** Page#62

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

A system that is not connected with its environment is called -----

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

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

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

- ▶ **Secondary** Page#02
- ▶ Primary
- ▶ Tertiary

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

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

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

Question No: 21 (Marks: 2)

What is the basic benefit of diagrammatic view of system?

This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system. User/Accountant uses chart of accounts to access the relevant accounts in order to prepare different vouchers according to requirements. The purpose behind this entire activity is to record various transactions

Question No: 22 (Marks: 2)

What are the information requirements for Strategic level in Accounting & financial

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Information Systems

Strategic level

1. Investment goals
2. long range forecasts for firm's financial performance
3. Acquisition of financial resources and goals

Question No: 23 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Types of normative model in choice phase of decision making process:

Optimization

Finding an alternative with the most cost effective or highest achievable performance under the given constraints, by maximizing desired factors and minimizing undesired ones. In comparison, maximization means trying to attain the highest or maximum result or outcome without regard to cost or expense.

Rationalization

- More of good things, less of bad things
- Courses of action are known quantity
- Options ranked from best to worse

Sub optimization

Decisions made in separate parts of organization without consideration of whole Situation where a process, procedure, or system yields less than the best possible outcome or output, caused by a lack of best possible coordination between different components, elements, parts, etc.

Question No: 24 (Marks: 3)

Differentiate between Incremental and iterative models with the help of one example each.

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 25 (Marks: 5)

Discuss any five benefits of Marketing IS?

MKIS helps organizations in efficient channel management. Following can be identified as some of the benefits of MKIS.

1. Customer profiles need to be maintained focusing on their habits and spending patterns. MKIS helps in maintaining these profiles.
2. Information on what competitors have been up to is also critical marketing

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information. This should not be taken as espionage on competitors.

3. Forecasts of demand are also a critical part of marketing analysis. MKIS helps in achieving this as well.

4. Field sales can also be monitored where sales agents are used to market products.

5. Customers can be quickly updated based on their information kept in MKIS.

6. Dealers involved in sale of product can also be monitored to help enhance revenue's

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.

2. To drill down into the various aspects of the business process without losing sight of the complete system.

- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.

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

Paper#12

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

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

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

► True

► False **Page#01**

Information is required in day to day decision making.

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

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

► False **Page#07**

► True

Small organizations usually have simple management structure.

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

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

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- ▶ Sector
- ▶ Country

▶ **Organization** Page#11

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

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

▶ **Open loop system** Page#20

- ▶ Closed loop system
- ▶ Open end System

Open-Loop System

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

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

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

▶ **Information**

- ▶ Decision
- ▶ Management

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

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

- ▶ Minutes or less
- ▶ Hours or less

▶ **Seconds or less** Page#31

Businesses cannot afford to have customers waiting for a TPS to respond, the turnaround time from the input of the transaction to the production for the output must be a few seconds or less

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

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

▶ False

▶ **True** Page#53

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

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

▶ **OIS** Page#41

- ▶ MIS
- ▶ EIS

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► CBIS

The term OIS views organization as a combination of process oriented groups whose information needs are related but independent.

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

Organizations are distinguished on the basis of _____

- Attributes
- Policy
- **Management**

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

Devaluation of currency is called _____

- Interest rate
- **Inflation**
- Markup

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

_____ is not connected with environment.

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

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

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

- True
- **False**

Incremental Model

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

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

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

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

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

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

- True

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► **False** Page#82

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

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

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

► **Physical** Page#37

► Narrative

► Graphical

• **Physical models are three dimensional representation of an entity (Object / Process).**

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

There are five phases of decision making process.

► **True**

► False

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

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

► **True** Page#87

► False

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

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

► **TRUE**

► FALSE

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

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

► Management System

► **Infrastructure**

► Decision Support System

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

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

► **True**

► False

Phases of decision-making process are:

1. Intelligence, 2. Design, 3 Choices, 4 Implementation, 5 monitoring

Question No: 21 (Marks: 2)

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List any two tools used to implement TQM.

There are certain Graphical tools used to implement and promote TQM. For instance

- ❖ Histogram
- ❖ Pareto Analysis
- ❖ Cause & Effect Diagram

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and system designers and developers.”

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

Business People may define the business to be computerized, i.e. establish scope of computerization.

Question No: 23 (Marks: 3)

Define basic goals of Computer Integrated Manufacturing (CIM)

CIM has three basic goals

1. Simplification of all manufacturing technologies and techniques
2. Automation of as many of the manufacturing processes as possible by integration of many information technologies like
 - **Flexible Manufacturing Systems** – a form of flexible automation in which several machine tools are linked together by a material-handling system controlled by a central computer. It is distinguished from an automated production line by its ability to process more than one product style simultaneously.
 - **Computer aided Engineering (CAE)** -- the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools.
 - **Just in time (JIT)** – A Japanese idea that inventory is manufactured (or acquired) only as the need for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.
3. Integration and coordination of all the manufacturing aspects through computer hardware and software

Question No: 25 (Marks: 5)

Define different models of SDLC?

Types of System Development Life-Cycle Model

- ❖ **Waterfall model / Classic lifecycle/ Linear Sequential Model**

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

- ❖ **Incremental Models**

In incremental models, software is built not written. Software is constructed step by step

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in the same way a building is constructed. The products are designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

❖ **Iterative Models**

In these models customer feedback is taken at each phase and project is modified accordingly – if needed. Prototypes are used in these models.

Question No: 26 (Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on an accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Paper#13

MIDTERM EXAMINATION 2010

CS507- Information Systems

Time: 60 min Marks: 40

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

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

▶ **True** Page#13

▶ False

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

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

▶ **Open loop system** Page#20

▶ Closed loop system

▶ Open end System

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

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

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

- ▶ Information
- ▶ Data Sets
- ▶ **Elements** Page#20

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

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

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

- ▶ **Closed-loop** Page#25

- ▶ Open-loop
- ▶ Closed System

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

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

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

- ▶ **Different**
- ▶ Same
- ▶ Mixed

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

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

- ▶ **True** Page#55

- ▶ False

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

Plans provide a direction but not framework for action.

- ▶ True
- ▶ **False** Page#64

Plans provide a direction and framework for action.

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

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

- ▶ **True** Page#83
- ▶ False

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

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

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▶ **True**

▶ False

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

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

▶ **True**

▶ False

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

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

▶ **TRUE**

▶ FALSE

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

Board of Directors are elected from _____

▶ Customers

▶ **Share holders**

▶ Employees

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

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

▶ Authoritative

▶ Mixed

▶ **Democratic**

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

Closed System depends on _____ and data.

▶ **internal resources** Page#24

▶ External resources

▶ Procedures

When we refer to a closed system we talk of a system that is dependant on internal resources and data for decision making rather than external environment.

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

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

▶ **True** Page#82

▶ False

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

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

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that will meet the user needs.

▶ **True** Page#86

▶ False

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

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

▶ No

▶ **Yes**

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

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

▶ **True**

▶ False

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

Which of the following are the examples of Primary sources?

▶ Commentaries, review articles and literature reviews

▶ Directories, Guidebooks, manuals, Chronologies

▶ **Interviews, surveys and fieldwork** Page#02

▶ None of the

Some examples of primary sources:

1. Scientific journal articles reporting experimental research results

2. Proceedings of Meetings, Conferences.

3. Technical reports

4. Dissertations or theses (may also be secondary)

5. Patents

6. Sets of data, such as census statistics

7. Works of literature (such as poems and fiction)

8. Diaries

9. Autobiographies

10. Interviews, surveys and fieldwork

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

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

▶ **Open loop system**

▶ Closed loop system

▶ Closed end System

Question No: 21 (Marks: 2)

Enlist the types of models used in DSS.

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Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 22 (Marks: 2)

Why prototypes are used?

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

Question No: 23 (Marks: 3)

Various considerations need to be kept in mind while defining parameters for desired output in system designing. What should be them? Identify any three.

Various considerations need to be kept in mind while defining parameters for desired output. These should generally focus on:

- Assuring purposeful output
- Providing output as defined and required by users
- Providing appropriate information
- Assuring distribution of output as per client specified requirements.
- Minimizing throughput time and Query time.
- Ensuring that output is available in client required mode.

Question No: 24 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences
 - Interests in Co's brand extension initiatives

Question No: 25 (Marks: 5)

Discuss different types of problems we faced in decision making process?

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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.
- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.
 - System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Paper#14

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems (Session - 5)

Time: 60 min Marks: 40

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

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

- ▶ SAFTA
- ▶ SAARC

▶ **WTO** Page#14

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

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

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

► **True** Page#26

► False

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

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

► Robustness

► **Heuristic**

► DSS

► EIS

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

Data Warehouse combines databases across an entire enterprise

► **True** Page#35

► False

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

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

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

► **True**

► False

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

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

► **Produce**

► Sale

► Purchase

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

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

► Structured

► Semi Structured

► **Unstructured**

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

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

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

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

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

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

- ▶ **Incremental Model** Page#80
- ▶ Water Fall
- ▶ RAID
- ▶ Iterative Model

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

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

- ▶ **True** Page#51
- ▶ False

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

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

- ▶ Size
- ▶ **Quality**
- ▶ Need

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

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

- ▶ Authoritative
- ▶ Mixed
- ▶ **Democratize**

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

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

- ▶ **Infrastructure**
- ▶ System
- ▶ Organization

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

_____ is known as father of warehouse.

- ▶ Stephen hawking
- ▶ Bill gates
- ▶ **Bill Inmon** Page#33

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

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

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

- ▶ **Intelligence**
- ▶ Choice
- ▶ Design

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

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

- ▶ **TRUE**
- ▶ FALSE

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

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

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

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

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

- ▶ **True**
- ▶ False

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

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

- ▶ **Secondary**
- ▶ Primary
- ▶ Tertiary

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

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

- ▶ **TRUE**
- ▶ FALSE

Question No: 21 (Marks: 2)

What are the information requirements for operational level in Accounting & financial Information Systems.

[Operational Level Requirements in Accounting & financial Information Systems](#)

1. Cash flow statements through various transactions

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2. Inventory and debtor's management

3. Creditors Management

Question No: 22 (Marks: 2)

Identify the purpose of Feasibility study.

Purpose of Feasibility Study

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

Question No: 23 (Marks: 3)

List any three benefits of CRM.

Following are the three benefits of CRM.

Benefits of Customer Relationship Management (CRM)

1. To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.
2. Its objectives are to increase profitability, revenue, and customer satisfaction.
3. Encourages customer loyalty

Question No: 24 (Marks: 3)

Briefly describe Incremental Model.

Incremental Model

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

Question No: 25 (Marks: 5)

Discuss incremental Model with an example?

Incremental Model

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

Example of an Incremental Model

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

Advanced editing and document production functions

Basic file management, editing and document production functions

Spell and grammar checking

Advance page layout

Question No: 26 (Marks: 5)

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Differentiate MIS from DSS.

MIS

1. Provides information on monitoring and controlling the business
2. Fixed and regular reports are generated from data kept in TPS.
3. Report formats are predefined.
4. User is part of the system
5. Controlled by IT Dept

DSS

1. Helps in non routine decision making
2. Users are not linked with the structured information flows.
3. Greater emphasis on models, display graphics & ad hoc queries
4. DSS is a small part of users' actions.
5. Directly used by middle level managers

Paper#15

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

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

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

► **True** Page#10

► False

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

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

► **Procedures** Page#18

► Sequences

► Policies

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

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

► **Output**

► Input

► Processing

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

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

► Structured

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► **Unstructured**

► Semi-Structured

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

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

► Operational

► Managerial

► **Strategic** Page#42

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

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

► **True**

► False

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

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

► **True**

► False

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

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

• Changing market conditions

• Customer needs

► **TRUE**

► FALSE

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

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

► **TRUE**

► FALSE

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

In _____ final product is intangible

► **Service sector** Page#08

► Manufacturing Sector

► Trading sector

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

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

► **Procedure**

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- ▶ System
- ▶ Organization

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

Closed System depends on _____ and data.

- ▶ **Internal resources**
- ▶ External resources
- ▶ Procedures

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

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

- ▶ **Infrastructure**
- ▶ System
- ▶ Organization

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

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

- ▶ True
- ▶ **False**

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

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

- ▶ **True**
- ▶ False

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

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

- ▶ **Spiral**
- ▶ Iterative
- ▶ WaterFall
- ▶ Incremental

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

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

- ▶ **True**
- ▶ False

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

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

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

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

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

- ▶ Primary
- ▶ **Tertiary**
- ▶ Secondary

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

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

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

Question No: 21 (Marks: 2)

What do we mean by cognitive process?

Cognitive process is the mental process of knowing, including aspects such as awareness, perception, reasoning, and judgment.

Question No: 22 (Marks: 2)

Identify the basic function and responsibilities of a system analyst.

“These are knowledge workers who facilitate the development of information systems and computer applications by bridging the communications gap that exists between non-technical system users, and system designers and developers.”

Systems analysts work as a link between Business people, & Computer Programmers. Business People may define the business to be computerized, i.e. establish scope of computerization.

Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

An entity-relationship (ER) diagram is a specialized graphic that illustrates the interrelationships between entities in a database. ER diagrams often use symbols to represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.

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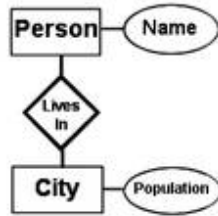
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Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

Question No: 24 (Marks: 3)

List any three normative models of Choice Phase of decision making process.

Types of normative model in choice phase of decision making process:

Optimization

Finding an alternative with the most cost effective or highest achievable performance under the given constraints, by maximizing desired factors and minimizing undesired ones. In comparison, maximization means trying to attain the highest or maximum result or outcome without regard to cost or expense.

Rationalization

- More of good things, less of bad things
- Courses of action are known quantity
- Options ranked from best to worse

Sub optimization

Decisions made in separate parts of organization without consideration of whole Situation where a process, procedure, or system yields less than the best possible outcome or output, caused by a lack of best possible coordination between different components, elements, parts, etc.

Question No: 25 (Marks: 5)

What do you understand by system design and identify the steps it includes.

System design includes the desired features and operations in detail, including screen layouts, business rules, process diagrams other documentation. It involves converting the informational, functional, and network requirements identified during the initiation and planning phases into unified design specifications. This includes

- Formulation of strategic requirements
- Organizational & job design
- Elicitation of detailed requirements
- Design of the information flow

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- Design of database
- Design of user interface
- Physical design
- Design of hardware & software platform

Question No: 26 (Marks: 5)

DSS are used to take help in Semi structured decisions. What does DSS use as support in order to facilitate Semi Structured Decision making?

Semi-structured Decisions

The term is used to refer to the grey area of decisions which lie between the two extremes. Some (but not all) structured phases and often solved using standardized solution procedures and human judgment.

A gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Paper#16

MIDTERM EXAMINATION 2010

CS507- Information Systems

Time: 60 min Marks: 40

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

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

True

False

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

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

True

False

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

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

Model Building

Deployment

Exploration Page#36

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

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

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

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----- Alternatives

Multiple Page#56

Double

Triple

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

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

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

System Analysis Page#86

System Design

Risk Management

Risk Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

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

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

Spiral

Water all

Incremental

Iterative

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

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

Waterfall

RAID

Iterative Model

Incremental Model Page#80

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

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

True

False

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

Using a decision support system involves an interactive analytical modeling process

True

False

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

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

Proximity

Initially

Tertiary

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

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary Page#3

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

Board of Directors are elected from _____

Employees

Customers

Share holders

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

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

Procedure

System

Firm

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

Word Processing is an example of the following system:

Office automation system Page#33

Decision support system

Word processing

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

_____ is known as father of warehouse.

Stephen Hawking

Bill Gates

Bill Inmon

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

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

True

False Page#82

The spiral model emphasizes the need to go back and reiterate earlier steps a

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number of times as the project progresses

Question No: 17 (Marks: 1)

Environment is a collection of different elements. List them.

It is a collective reference made to the following factors

- Legal
- Ethics
- Economic
- Social
- Technological

Question No: 18 (Marks: 1)

Enlist the categories of the Support system

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

Question No: 19 (Marks: 2)

Identify any two reasons to use Incremental Models.

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Question No: 20 (Marks: 3)

Define CAD?

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

Question No: 21 (Marks: 5)

Discuss the attributes on which Organizational Information Requirements depends

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

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

An organization should consider the above mentioned requirements while devising a

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system which tailors for specific information needs. **LESSON 3**

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

There are four main components of Expert systems

- **User Interface:** to enable the manager to enter instructions and information into an expert system to receive information from it.
- **Knowledge Base:** it is the database of the expert system. It contains rules to express the logic of the problem.
- **Inference engine:** it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.
- **Development engine** – it is used to create an expert system.

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into Hardware in the form of generalized capability to learn.

Paper#17

MIDTERM EXAMINATION

Spring 2010

Cs-507 information system (session-2)

1. Small organizations usually have complex management structure.

True

False Page#07

Small organizations usually have simple management structure

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

Sector

Country

Organization

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

Hierarchical organization

Flat Organization

Pyramid Organization

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4. The Islamic ethical system differs from secular ethical systems and from the moral code advocated by other-----

Religions

Countries

Organizations

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

True Page#20

False

The components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives.

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

True

False

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

Skill Set

Data Set

Tool Set

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

BRP

MRP

CRP

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

True

False

10 .Which of the following phase of decision making process involves selecting a course of action from those available?

Intelligence

Design

Choice

Implementation

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11. There are TWO phases of the decision making process

TRUE

FALSE

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

Infrastructure

System

Organization

13. Which of the following increment in incremental model is usually the core product which addresses the basic requirements of the system?

First Page#79

Second

Third

The first increment is usually the core product which addresses the basic requirements of the system.

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

BRP

MRP

CRP

15. ----- is a gray area lies between structured and unstructured range where part of the decision can be specified allowing for certain factors out of control.

Unstructured

Semi-Structured

Structured

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

Spiral

Iterative

Water fall

Incremental

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

Incremental Model

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WaterFall Model

Iterative Model

RAID

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

False

True

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

Management System

Infrastructure

Decision Support System

20. The flow of information in organization can be _____ ways.

1

2

3

4

There can be sources of information both internal and external to the organization

Question No: 21 (Marks: 2)

List any two tools used to implement TQM.

There are certain Graphical tools used to implement and promote TQM. For instance

- ❖ Histogram
- ❖ Pareto Analysis
- ❖ Cause & Effect Diagram

Question No: 22 (Marks: 2)

Differentiate between Incremental and iterative models with the help of one example each.

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

- **Incremental:** add to the product at each phase
- **Iterative:** re-do the product at each phase

Example: Building a House

- **Incremental:** Starts with a modest house, keep adding rooms and upgrades to it.
- **Iterative:** The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

Question No: 23 (Marks: 3)

What do you understand by ERD? Define briefly

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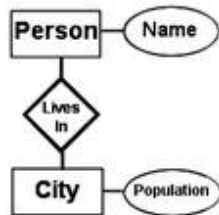
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An entity-relationship (ER) diagram is a specialized graphic that illustrates the interrelationships between entities in a database. ER diagrams often use symbols to represent three different types of information. Boxes are commonly used to represent entities. Diamonds are normally used to represent relationships and ovals are used to represent attributes.



Consider the example of a database that contains information on the residents of a city. The ER diagram shown in the image above contains two entities -- people and cities. There is a single "Lives In" relationship. In our example, due to space constraints, there is only one attribute associated with each entity. People have names and cities have populations. In a real-world example, each one of these would likely have many different attributes.

Question No: 24:

Identify the various phases of the decision making process (Marks: 3)

There are five phases of the decision making process

Decision-making process

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

Question No: 25:

Identify the situation where spiral models should be used? (Marks: 5)

SPIRAL MODEL

SPIRAL is an iterative approach to system development. The spiral lifecycle model is a combination of the classic waterfall model and aspects of risk analysis. This model is very appropriate for large and complex Information Systems. The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses. It's actually a series of short waterfall cycles, each producing an early prototype representing a part of the entire project. It is a circular view of the software lifecycle as opposed to the linear view of the waterfall approach. It can incorporate other models in its various developmental phases.

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Question No: 26 (Marks: 5)

Differentiate between Empire Building and Garbage Can Model.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur. Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Paper#18

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

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

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

True

False

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

Information technology is being used to overcome the business issues like, Marketing, Brand of the product, Quality of the product, Cost control, Organizational internal and external issues.

True

False

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

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

True

False

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

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

Information

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Decision
Management

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

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

True

False

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

-----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

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

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

True

False.

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

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

Prototyping

Iterative

Incremental

RAID

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

Waterfall model places emphasis on documentation (such as requirements Documents and design documents) as well as source code.

True

False

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

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

True

False

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

Decision procedures can be pre-specified, but not enough to lead to the correct

Decision are called-----

Structured Decisions

Unstructured Decisions

Semi Structured Decisions

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

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

TRUE

FALSE

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

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

Literature.

Secondary

Primary

Tertiary

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

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

Size

Quality

Need

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

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

Physical

Narrative

Graphical

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

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

prototyping.

True

False

Paper#19

MIDTERM EXAMINATION

Spring 2009

CS507- Information Systems (Session - 3)

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

----- simply means a particular technique of directing one's attention in learning,

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discovery or problem solving.

Robustness

Heuristic

DSS

EIS

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

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

Critical

Simple

Moderate

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

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

True Page#45

False

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

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

Different

Same

Mixed

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

Automation has not enhanced the availability of information.

True

False

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

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

System Analysis

System Design

Risk Management

Risk Analysis

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

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

Spiral

Water Fall

Incremental

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Iterative

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

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

Accounting and Managerial Page#55

MIS

EIS

AIS

Accounting and financial information systems cater for the needs of Accounts & Finance Department.

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

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

Structured

Unstructured

Semi-Structured

ALL of the given options

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

Technical Reports are examples of _____ resource.

Tertiary

Primary

Secondary

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

Commentaries are the example of _____ sources.

Primary

Tertiary

Secondary

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

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

Authoritative

Mixed

Democratize

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

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

True

False

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Question No: 14 (Marks: 1) - Please choose one
Closed System depends on _____ and data.

Internal resources

External resources

Procedures

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

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

Iterative

Incremental

Raid

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

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

True

False

Question No: 17 (Marks: 1)

Define CRM?

Customer Relationship Management:

CRM is a business strategy that goes beyond increasing transaction volume.

Its objectives are to increase profitability, revenue, and customer satisfaction.

To achieve CRM, a company wide set of tools, technologies, and procedures promote the relationship with the customer to increase sales.

Thus, CRM is primarily a strategic business and process issue rather than a technical issue.

Question No: 18 (Marks: 1)

What is Primary source of information?

JUST FOR IDEA

Some definitions of primary sources:

1. Primary sources are original materials on which other research is based

2. They are usually the first formal appearance of results in the print or electronic literature (for example, the first publication of the results of scientific investigations is a primary source.)

3. They present information in its original form, neither interpreted nor condensed nor evaluated by other writers. **MY ANSWER**

4. They are from the time period (for example, something written close to when the event actually occurred.

5. Primary sources present original thinking and report on discoveries or share new information.

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Question No: 19 (Marks: 2)

Differentiate CBIS from manual information systems.

In manual environment, the concept of transformation was difficult to apply, since input of data into records was by itself the output which also included simple computations.

Concept of control mechanism grew stronger as computerized information systems emerged.

CBIS is an Information System that uses computer & telecommunications technology to perform its intended tasks. In CBIS, Information technology (IT) becomes a subset of the Information system.

Question No: 20 (Marks: 3)

What do you understand by ESS?

Executive Support System (ESS) is a reporting means that allow you to turn your organization's data into useful summarize reports. These reports are usually used by executive level managers for quick right of entry to reports coming from all company levels and section such as billing, cost accounting, recruitment, preparation etc.

Question No: 21 (Marks: 5)

MKIS (Marketing Information system) is a type of Information System that helps the firm.

Discuss its basic objectives and types of marketing information?

MKIS is a type of Information System that helps the firm to achieve following objectives:

- o Identification of customers for firm's products and services.
- o Development of those products and services to meet customers' needs
- o Promotion of the products and services, and
- o Provision of after sale customer support

Types of Marketing Information

Every information system is designed to capture some sort of information. Information requirements need to be defined before the systems are made. While designing marketing information system, following types of information should be designed.

- Marketing Intelligence – information flowing from environment into the environment
- Internal Information – gathered within the firm
- Marketing Communication – Info flowing from firm to external environment

An MKIS help in proper management and dissemination of all three kinds of information.

Question No: 22 (Marks: 10)

What are the components of the Expert System and how they are different from the neural network?

There are four main components of Expert systems

- **User Interface:** to enable the manager to enter instructions and information into an expert system to receive information from it.

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- **Knowledge Base:** it is the database of the expert system. It contains rules to express the logic of the problem.
- **Inference engine:** it is the database management system of the expert system. It performs reasoning by using the contents of the knowledge base.
- **Development engine** – it is used to create an expert system.

Neural Network vs. Expert System

Expert systems seek to model a human expert's way of solving problems. They are highly specific to seeking solutions. Neural networks do not model human intelligence. They seek to put intelligence into Hardware in the form of generalized capability to learn.

Paper#20

MIDTERM EXAMINATION

Spring 2010

CS507- Information Systems

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

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

▶ False

▶ True

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

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

▶ Sequences

▶ Associations and Sequences

▶ Associations

http://wpscms.pearsoncmg.com/bp_laudon_mis_9/0,,2102096-justcontent,00.utf8.html

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

Data mining can allow a firm to develop:

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

▶ DSS based on the Web.

▶ Specific marketing campaigns for different customer segments

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

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

▶ Assessment

▶ Strategic

▶ Orientation Page364

• Orientation -- This start-up phase is required to establish the scope of the plan and

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the methodology and techniques to be applied

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

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

▶ **True**

▶ False

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

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

▶ Intelligence

▶ **Design**

▶ Choice

▶ Implementation

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

Organizations are distinguished on the basis of _____

▶ Attributes

▶ Policy

▶ **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

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- ▶ 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

Distributing common information to every one may result in waste of time and confusion. Irrelevant information has no value. Page#06

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

Commentaries are the example of _____ sources.

- ▶ Primary
- ▶ Tertiary
- ▶ **Secondary**

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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 -----

- ▶ Mathematical
- ▶ Explanatory
- ▶ Flow

▶ **Narrative** Page#74

Question No: 17 (Marks: 1)

What is data?

Data is a collection of facts, such as values or measurements.

It can be numbers, words, measurements, observations or even just descriptions of things.

Question No: 18 (Marks: 1)

Identify any one weakness of Incremental Model.

- Larger picture cannot be seen until the entire system is built
- Difficult to break down the total system at early stage of product development to determine reasonable increments

Question No: 19 (Marks: 2)

Identify the purpose of Feasibility study.

Purpose of Feasibility Study

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

Question No: 20 (Marks: 3)

Discuss characteristics of Flat organization.

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Following are the characteristics of a flat organization.

- High number of subordinates per supervisor
- Short of chain of command
- Less number of levels
- Eliminates middle level managers
- Decentralizes authority to low level managers

Question No: 21 (Marks: 5)

Discuss components of a system?

Components of a system

Following are the important components of the system.

- Input elements

Raw Data input to the computer system

- Process

Computation, analysis, application of any model

- Output elements

Results of computation or analysis

- Control mechanism

Comparison of actual with expected

- Feedback system

Corrective action

- Objectives

Expected/Ideal output

Question No: 22 (Marks: 10)

Discuss the concept of Knowledge/Intelligent Systems also discuss who are they built for? and What are they built for?

The set of processes developed in an organization to create, gather, store, maintain and apply the firm's knowledge is called Knowledge Management. Hence the systems that aid in the creation and integration of new knowledge in the organization are called knowledge systems.

Who are they built for?

This refers to defining the knowledge workers for whom the knowledge system is being built. The term refers to people who design products and services and create knowledge for an organization. For instance

Engineers

Architects

Scientists

- Knowledge systems are specially designed in assisting these professionals in managing the knowledge in an organization.

What are they built for?

Every knowledge system is built to maintain a specific form of knowledge. Hence it needs to be defined in the start, what the system would maintain. There are major types of

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knowledge.

- Explicit knowledge – Structured internal knowledge e.g. product manuals, research reports, etc.
 - External knowledge of competitors, products and markets
 - Tacit knowledge – informal internal knowledge, which resides in the minds of the employees but has not been documented in structured form.
- Knowledge systems promote organizational learning by identifying, capturing and distributing these forms of knowledge

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What aspect must be covered during feasibility study phase of SDLC...briefly discuss

A Feasibility study team should be constituted

- 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

2. Discuss organization model in decision making

Decision Making Approach

- Structured

Procedures are predefined for solving routine repetitive problems

- Non-structured

When problems require individual judgment, evaluation and insight varying on case-to-case basis

3. Define basic goals of component of computer integrated manufacturing

CIM has three basic goals

- Simplification of all manufacturing technologies and techniques
- Automation of as many of the manufacturing processes as possible by integration of many information technologies like
 - o Flexible Manufacturing Systems – a form of flexible automation in which several machine tools are linked together by a material-handling system controlled by a central computer. It is distinguished from an automated production line by its ability to process more than one product style simultaneously.
 - o Computer aided Engineering (CAE) -- the application of computer software in engineering to analyze the robustness and performance of components, assemblies, products and manufacturing tools.

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o Just in time (JIT) – A Japanese idea that inventory is manufactured (or acquired) only as the need for it arises or in time to be sold (or used). A major goal is to cut down on inventory investment.

- Integration and coordination of all the manufacturing aspects through computer hardware and software.

4. Why prototypes are used

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

5. What is the key task of CRM customer relationship management?

Key CRM Tasks

- Customer Identification -- Identifying customer through
 - Marketing channels,
 - Transactions,
 - Interactions overtime,
- Customer Differentiation – Segregating customers, with respect to.
 - Their lifestyles
 - Attitudes
 - Perception about Co.'s products
- Customer Interaction – Efforts made to retain customers for long-term profitability and relationship.
- Customization / Personalization

“Treat each customer uniquely” is the motto of the entire CRM process. Through the personalization process, the company can increase customer loyalty.

6. Designing file or database is the major components of system designing

...describe the basic purpose ...

Designing file or database

This serves following purposes:

- Data accessibility is ensured to the user is ensured as and when required.
- Data consistency – data updates in master file will automatically update the data in the whole system.
- Data is efficiently processed & stored.
- Data integrity that is Correctness of data is ensured. This does not mean that incorrect amounts entered into the computer will be automatically corrected by because the computer only records what is entered but if there is an error in entering pre-defined parameters these would be corrected or thrown up as an error. Further, the data processed according to the pre-defined procedures every time around without any change unless an error has been caused to the program handling the data.

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Incremental Model

what are the conglomerate organizations?

RAID model

waterfall model

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

system analyst

Computer Integrated Manufacturing

Define different models of SDLC?

Spiral Model.

Physical design

ALL REPEATED

Office automation system

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

What do you understand by Rational-Man Model? (5 marks)

Rational Man Model

- In a rigorous rational model, it is presumed that the individual is rational enough to accurately rank all the alternatives.
- However, in the real world of humans, specifying all of the alternatives and consequences is impossible.
- Information systems based on this model need to be based on availability of perfect and complete information on all alternatives so as to ensure certainty.
- Real life situations need to be given room for chances which this model does not provide for.

Rational Man Model – Example

1. In a pharmaceutical drug company, the preparation and testing of life saving drug is a critical phase, and choice of a perfect alternative is inevitable. Hence the information system devised to support it should be such that it can record and monitor even the slightest variations.

2. In an ammunitions factory, the testing and quality control of various bullet, shells, missiles, bombs, etc is a sensitive issue. Since chances of error are quite high, the system from selecting and discarding should be with high sensitivity level.

What are the primary issues to be considered during system development process?
(5 marks)

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Objective of MRP (3 marks)

It helps meeting three objectives:

- o Ensure materials and products are available for production and delivery to customers.
- o Maintain the lowest possible level of inventory.
- o Plan manufacturing activities, delivery schedules and purchasing activities.

Explain System Design & Identify its steps (5 marks)

System Design maybe defined as “A problem solving technique that re-assembles a system’s components back into a complete system. This may involve adding, changing deleting pieces relative to the original system” or alternatively as “the process or art of defining the hardware and software architecture, components, modules, interfaces, and data for a computer system to satisfy specified requirements.”

Once the existing system is analyzed and user requirements established they need to be either incorporated into the existing computerized system or assist in the development of a new system.

The major components of system design are:

- Designing usable and complete input
- Designing well defined and usable output with flexibility to redefine presentation of outputs in any form.
- Designing file or database
- Designing user interface (input screen as it would be seen by the user)

Define MIS (2 marks)

In a management information system, modern, computerized systems continuously gather relevant data, both from inside and outside an organization. This data is then processed, integrated, and stored in a centralized database (or data warehouse) where it is constantly updated and made available to all who have the authority to access it, in a form that suits their purpose.

Define Technical feasibility (2 marks)

Technical Feasibility – Is the available technology sufficient to support the proposed project? Can the technology be acquired or developed?

- Response times – time between request and execution
- Volume of transactions which can processed within the given time
- Capacity to hold files or records of a certain size
- Number of users supported without execution

What are DSS models (3 marks)

Decision Support Systems was defined by Bill Inmon, father of data warehouse, as “a system used to support managerial decisions. Usually DSS involves the analysis of many units of data in a heuristic fashion. As a rule, DSS processing does not involve the update of data”

Define different types of SDLC models (5 marks)

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Types of System Development Life-Cycle Model

❖ **Waterfall model / Classic lifecycle/ Linear Sequential Model**

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

❖ **Incremental Models**

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

❖ **Iterative Models**

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

Benefits of MRP II (5 marks)

Benefits of MRP II

MRP II involves the entire company

- o Management business rules for strategic planning can be set, and enforced by MRP II.
- o Sales and Marketing can incorporate sales goals that fit material and capacity constraints.
- o Relationships can be developed with vendors to improve purchasing just in time.
- o Inventory shortages can be seen before they happen, with communications to customers to get approval of substitutions that will get a part that does the same thing, on schedule.
- o Accounting and finance departments get accurate costs, and predict cash flow.

What are the basic components of DSS?

There are two major components

- **DSS data base** – is a collection of current and historical data from internal external sources. It can be a massive data warehouse.
- **Decision Support Software system** – is the set of software tools used for data analysis.

Define the following:

- a) **Ethics** are moral choice made by individual in relation to the rest of the community, rules of governing members and standards of acceptable behavior.
- b) **Code of ethics** is collection of rules as guide for the members of the organization.

What is Data Driven Decision Support System?

Data driven DSS use large pool of data in major organizational systems they help to extract information from large quantities of data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

They use following techniques for data analysis

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- Online analytical processing, and
- Data mining

Define Re-engineering?

Re engineering is the fundamental rethinking and redesigning of business process to achieve dramatic improvement in critical, contemporary measures of performance, such as cost, quality, service and speed.

List any five reasons that attract organizations to ERP?

1. Planning the operations
2. Integrated customer related information – order tracking with customer database, inventory and shipment at different locations.
3. Standardized HR information – A company with multiple business units will require a comprehensive and all-encompassing method of locating employees and communicating with them.
4. Integrated financial information and analysis.
5. Monitoring the operations including those of sub-vendors and manufacturers

How the information is kept in the purchase system?

A simple example can be given of a purchase and sales system. In a typical purchase system information related to purchase of materials is kept, for instance,

- ❖ Orders for the purchase of various materials
- ❖ Status of deliveries received against specific orders
- ❖ Changes in the order quantity, time, day or other information
- ❖ Quality inspection reports and whether they need to be communicated to the supplier
- ❖ Updated status report of stock
- ❖ Issues made out of the stock

What is information Quality Checklist?

The information can also be ranked in accordance with the qualities it has in it. The experts have devised certain criteria to evaluate the quality of information. Those some points which are used to evaluate the quality are known as quality checks.

List information Requirements for Medium sizes organizations.

Information Requirements of Medium Sized Organizations

As size of the organization increases, the importance of planning for information also increases. The planning on long-term basis also helps in monitoring of information against planning

Differentiate CRM from ERP

CRM and ERP may focus on different things, but there's power in getting them to work together.

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CRM and ERP have a collaborative relationship. Imagine that CRM is the point of a large V that faces outward to your customer base, where it is used to track and predict sales. ERP is an **internal system** that coordinates information between various departments and ensures the lifeblood flows through your enterprise to help profitability.

What do you understand by OLAP?

Online Analytical Processing is Decision support software that allows the user to quickly analyze information that has been summarized into multidimensional views and hierarchies. The term online refers to the interactive querying facility provided to the user to minimize response time

a) EC (E commerce)

Electronic Commerce (e-commerce or EC) describes the buying, selling, and exchanging of products, services, and information via computer network, primarily the internet. Some people view the term commerce as describing transactions conducted between business partners.

b) EB (E business)

E-business means using the internet and online technologies to create operating efficiencies, and therefore increase value to the customer. It is internally focused. All e-commerce is part of e business.

Not all e-business is e-commerce

Objective of Having Systems

- To subject a predefined amount of input (tangible, intangible) to predefined set of instructions in order to achieve an expected quality and amount of output.
- Effective and efficient utilization of resources

Data Warehouse

- A data warehouse is a logical collection of information.
- It is gathered from many different operational databases used to create business intelligence that supports business analysis activities and decision-making tasks.
- It is primarily, a record of an enterprise's past transactional and operational information, stored in a database designed to favor efficient data analysis and reporting.
- The term data warehouse generally refers to the combination of many different databases across an entire enterprise.
- Data warehouses contain a wide variety of data that present a coherent picture of business conditions at a single point in time.
- Data warehouses are generally batch updated at the end of the day, week or some period. Its contents are typically historical and static and may also contain numerous summaries.

Types of Mathematical Models

Mathematical models can further be classified as follows, based on

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- 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.

Expert System

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

Examples are

- Medical diagnosis,
- Equipment repair,
- Investment analysis,
- Financial, estate and insurance planning,
- Vehicle routing,
- Contract bidding

Heuristics

Heuristic is the art and science of discovery and invention. The word comes from the same Greek root as "eureka", which means "I have found it". A heuristic is a way of directing your attention fruitfully. It relates to using a problem-solving technique, in which the most appropriate solution is found by alternative methods. This solution is selected at successive stages of a program for use in the next step of the program.

ESS vs. DSS

ESS implies more of a war room style graphical interface that overlooks the entire enterprise. A decision support system (DSS) typically provides a spreadsheet style "what if?" analysis capability, often for only one department or one product at time.

Computerized vs. Manual environment

The difference between the manual and computerized environment arises due to the following reasons, quite simply because of the different nature of the environments:

- **Logical access control** issues in computerized environment.
- **Duplication of clerical work** generally observed in a manual environment is eliminated in the computerized environment.
- *Automatic generation of specified reports:* In a computerized environment as opposed to manual data compilation.
- Data integrity is more fully secured in a computerized environment with addition or authorized changes in data being automatically updated for all purposes through a single button effort as opposed to making changes or updating in each register or record affected by the same in a manual environment.
- Drill down function to conduct analysis of recorded data is available in a computerized

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environment as opposed to undertaking a manual analysis of all data.

- Flexibility of presenting data in desired or different format including using specified data to be shown graphically is available in computerized environment.
- Data Security and confidentiality can be assured to a higher degree in a computerized

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