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MANAGEMENT INFORMATION SYSTEM

Q1 - Management information systems (MIS)

- a. create and share documents that support day-today office activities
- b. process business transactions (e.g., time cards, payments, orders, etc.)
- c. capture and reproduce the knowledge of an expert problem solver
- d. **use the transaction data to produce information needed by managers to run the business**

Q2 - The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is

- a. information worker
- b. internal system user
- c. **Systems owner**
- d. external system user

Q3 - The person who ensures that systems are developed on time, within budget, and with acceptable quality is a

- a. systems designer
- b. **project manager**
- c. systems owner
- d. external system user

Q4 - Which one of the following is not a business driver for an information system?

- a. business process redesign
- b. knowledge asset management
- c. **proliferation of networks and the Internet**
- d. security and privacy

Q5 - A task of developing a technical blueprint and specifications for a solution that fulfills the business requirements is undertaken in the following phase of the system development process

- a. system initiation
- b. system implementation
- c. system analysis
- d. **system design**

Q6 - If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an

- a. CRM
- b. **intranet**
- c. ERP
- d. extranet

Q7 - Which of the following is not a technology driver for an information system?

- a. enterprise applications
- b. object technologies
- c. **knowledge asset management**

- d. collaborative technologies
-

Q8 - Which of the following is a deliverable of the system implementation phase in a formal system development process?

- a. **technical hardware and software solution for the business problem**
 - b. business problem statement
 - c. statement of the system users' business requirements
 - d. technical blueprint and specifications for a solution that fulfills the business requirements
-

Q9 - An information system that supports the planning and assessment needs of executive management is

- a. DSS
 - b. TPS
 - c. MIS
 - d. **none of the above**
-

Q10 - Decision makers who are concerned with tactical (short-term) operational problems and decision making are

- a. **middle managers**
 - b. executive managers
 - c. supervisors
 - d. mobile managers
-

Q11- The application of information to scan an organisation's environment is:

- a. external communication.
- b. information overload.
- c. **sensing.**

- d. internal communication.
-

Q12 - When a bank uses information to launch a personalised credit card product this:

- a. manages risks.
 - b. creates a new opportunity.
 - c. **adds value.**
 - d. reduces costs.
-

Q13 - When a bank uses business performance management software to monitor its performance in differences regions this:

- a. reduces costs.
 - b. **manages risks.**
 - c. adds value.
 - d. creates a new opportunity.
-

Q14 - When a bank offers web self-service for customers to answer their questions, the primary outcome is:

- a. adds value.
 - b. manages risks.
 - c. **reduces costs.**
 - d. creates a new opportunity.
-

Q15 - The general transformation cycle for information is:

- a. information to data to knowledge.
- b. knowledge to data to information.
- c. data to knowledge to information.

d. **data to information to knowledge.**

Q16 - The most important attribute of information quality that a manager requires is:

- a. **relevance.**
 - b. media.
 - c. presentation.
 - d. timeliness.
-

Q17 - To improve the performance of a business process, which of the following is most relevant?

- a. Input.
 - b. Processing.
 - c. **Control and feedback**
 - d. Output.
-

Q18 - Monitoring the legal constraints which a company operates under requires review of:

- a. a company's customers.
 - b. a company's outputs.
 - c. **a company's macro-environment.**
 - d. a company's micro-environment.
-

Q19 - The majority of publically available Internet information sources are:

- a. created in XML.
- b. structured information.
- c. normal information.
- d. **unstructured information.**

Q20 - Records management:

- a. is a discipline limited to digitised paper documents.
- b. is a discipline limited to library books.
- c. is a discipline limited to paper documents.
- d. none of the above**

Q21 - Which of the following should be represented on an information flow diagram?

- a. Entity
- b. Source**
- c. Process
- d. Attribute

Q22 - A web blueprint depicts:

- a. the layout of an individual web page
- b. the layout of the home page
- c. the layout of an index page
- d. the layout of a website**

Q23 - UML depicts information systems as a collection of:

- a. Entities
- b. Processes
- c. Information
- d. Objects**

Q24 - Which of the following statements describes a taxonomy?

- a. A browsable hierarchy**
 - b. A list of equivalent terms
 - c. A complex controlled vocabulary showing relationships
-

Q25 - Which of the following statements about XML schemas is incorrect?

- a. Schemas can specify integer values
 - b. Schemas are defined by XSD tag
 - c. All XML documents must have a schema**
 - d. Schemas provide data oriented data types
-

Q26 Which of the following relates to enterprise interoperability?

- a. DFD
 - b. Information flow diagram
 - c. XML**
 - d. Entity relationship diagram
-

Q27 - Which of the following is not a type of navigation system for a web site?

- a. National
 - b. Global
 - c. Contextual
 - d. Regional**
-

Q28 -What should not be part of an acceptable use policy?

- a. Allowable use of systems
 - b. Legal obligations
 - c. **Encryption policies**
 - d. User responsibilities
-

Q29 - Account and password responsibilities 29 Use-case analysis focuses upon:

- a. data
 - b. Objects
 - c. Entities
 - d. **Actors**
-

Q 30 - Which of the following is part of a static view of information?

- a. Logical data model
 - b. Meta data
 - c. **Data flow model**
 - d. Information process model
-

Q31- Contemporary Information Systems are interfacing with customers and suppliers using :

- a. BPR
 - b. CRM
 - c. SCM
 - d. **Both B and C**
-

Q32- Information systems that support the business functions that reach out to suppliers are known as:

- a. **back office information systems**
 - b. decision support systems
 - c. expert information systems
 - d. front office information systems
-

Q33 - Which of the following is not a class of information system applications?

- a. **database management system**
 - b. decision support system
 - c. expert system
 - d. management information system
-

Q34 - Who are the people that actually use the system to perform or support the work to be completed?

- a. system analysts
 - b. system designers
 - c. system owners
 - d. **none of the above**
-

Q35 - Which is not a typical business function?

- a. Sales
 - b. Service
 - c. Manufacturing
 - d. **Benefits and Compensation**
-

Q36 - The flow of transactions through business processes to ensure appropriate checks and approvals are implemented is called:

- a. procedures
 - b. work flow**
 - c. process flow
 - d. process requirements
-

Q37 - Language-based, machine-readable representations of what a software process is supposed to do, or how a software process is supposed to accomplish its task is known as:

- a. prototyping
 - b. software specifications
 - c. application programs**
 - d. human engineering
-

Q38 - A specification of how the user moves from window to window, interacting with the application programs to perform useful work is called:

- a. interface specifications
 - b. software specifications
 - c. user dialog**
 - d. prototyping specifications
-

Q39 - Examples of keyless interfaces include:

- a. bar coding, OCR, pen, and voice recognition**
 - b. mouse, OCR, pen, and voice recognition
 - c. keyboard, OCR, pen, and voice recognition
 - d. all of the above
-

Q40 - Open database connectivity (ODBC) tools are an example of:

- a. layerware
 - b. tool kit
 - c. interfaceware
 - d. **middleware**
-

Q41 -The first CMM level at which measurable goals for quality and productivity are established is

- a. Level 1
 - b. Level 2
 - c. Level 3
 - d. **Level 4**
-

Q42 - Project Management ensures that

- a. project's risk is assessed
 - b. project's feasibility is assessed
 - c. **system is developed at minimum cost**
 - d. both A and B
-

Q43 - The deliverable of the problem analysis phase is

- a. **system improvement objectives**
 - b. problem statement
 - c. statement of constraints
 - d. statement of work
-

Q44 - Which one is NOT a category of problems represented by the PIECES framework?

- a. control

- b. efficiency
 - c. service
 - d. **technology**
-

Q45 - Which one is NOT a phase of the systems development life cycle?

- a. problem analysis
 - b. . scope definition
 - c. requirements analysis
 - d. **post-implementation review**
-

Q46 - A cross life-cycle activity of system development is

- a. object modeling
 - b. prototyping
 - c. **fact-finding**
 - d. data modeling
-

Q47 - An ongoing activity of systems support is

- a. assisting users
 - b. adapting the system to new requirements
 - c. recovering the system
 - d. **all of the above**
-

Q48 - Rapid Application Development (RAD) strategy includes all of the following, except

- a. actively involves system users in the analysis, design, and construction activities
- b. **uses waterfall development approach to evolve system concept**
- c. organizes systems development into a series of focused, intense workshops

- d. reduces the amount of time that passes before the users begin to see a working system
-

Q49 - Request for quotation (RFQ) is

- a. a document that compares business and technical requirements of a commercial application package against the capabilities and features of a specific commercial application package
 - b. a document that communicates business, technical, and support requirements for an application software package to vendors that wish to compete for the sale of that application package and services
 - c. **a document that communicates business, technical, and support requirements for an application software package to a single vendor that has been determined as being able to supply that application package and service**
 - d. a contract with management and the user community to develop or enhance an information system
-

Q50 - Which of the following phases is unique to the commercial application package implementation strategy as opposed to the rapid application development strategy

- a. problem analysis
 - b. scope definition
 - c. requirements analysis
 - d. **business process design**
-

Q51 - A model-driven analysis approach that focuses on the structure of stored data in a system rather than on processes is

- a. structured analysis
- b. **information engineering**
- c. rapid architected analysis
- d. object-oriented analysis

Q52- All of the following are phases of systems analysis, except

- a. decision analysis phase
- b. requirements analysis phase
- c. **design analysis phase**
- d. problem analysis phase

Q53- Which of the following analysis techniques derive system models from existing system or discovery prototypes?

- a. **rapid architected analysis**
- b. object-oriented analysis
- c. data modeling
- d. structure analysis

Q54- Prototypes are used in

- a. model-driven analysis
- b. object-oriented analysis
- c. traditional approaches
- d. **accelerated systems analysis**

Q55 -Which of the following is NOT a feasibility analysis criterion?

- a. technical feasibility
 - b. schedule feasibility
 - c. operational feasibility
 - d. **resource feasibility**
-

Q56- Which of the following phases identifies and expresses requirements, prioritizes requirements, updates project plan, and communicates the requirements statement?

- a. logical design phase
 - b. decisions analysis phase
 - c. problem analysis phase
 - d. **none of the above**
-

Q57- The tasks of defining acceptance tests, structuring functional requirements, and validating functional requirements are performed in which one of the phases?

- a. problem analysis phase
 - b. decision analysis phase
 - c. systems analysis phase
 - d. **logical design phase**
-

Q58- The task of establishing system improvement objectives is performed in which phase of systems analysis?

- a. **problem analysis phase**
 - b. logical design phase
 - c. scope definition phase
 - d. physical design phase
-

Q59- The task of identifying and expressing system requirements is performed in which phase of systems analysis?

- a. problem analysis phase
- b. logical design phase
- c. scope definition phase
- d. **requirements analysis phase**

Q60- Cause-and-effect analysis is performed in the following phase of systems analysis

- a. scope definition phase
- b. logical design phase
- c. requirements analysis phase
- d. **problem analysis phase**

Q61- A property or quality the system must have is called a:

- a. scope
- b. functional requirement
- c. preliminary requirement
- d. **nonfunctional requirement**

Q62- The process of requirements discovery consists of the following activities, except

- a. requirements management
- b. **sampling of existing documentation, forms and files**
- c. requirements discovery
- d. problem discovery and analysis

Q63- Which one is NOT a common fact-finding technique?

- a. prototyping
 - b. interviews
 - c. research and site visits
 - d. **reverse engineering**
-

Q64- A fact-finding technique that involves a large number of observations taken at random intervals is called:

- a. randomization
 - b. stratification
 - c. people sampling
 - d. **work sampling**
-

Q65- Which one of the following fact-finding techniques is an inexpensive means of gathering data from a large number of individuals?

- a. observations
 - b. work sampling
 - c. interviews
 - d. **none of the above**
-

Q66- Randomly sampling ten invoices based on a given sample size would be an example of

- a. stratification
 - b. closed-ended sampling
 - c. observation
 - d. **none of the above**
-

Q67- All of the following are examples of requirements problems, except

- a. missing requirements
 - b. overlapping requirements
 - c. **costly requirements**
 - d. ambiguous requirements
-

Q68- Which of the following types of questions should not be asked on an interview?

- a. closed-ended questions
 - b. biased questions
 - c. loaded questions
 - d. **both (b) and (c)**
-

Q69- Which of the following is an advantage of discovery prototyping?

- a. serves as a training mechanism for users
 - b. allows users and developers to experiment with the software and develop an understanding of how the system might work
 - c. aids in building system test plans and scenarios
 - d. **all of the above**
-

Q70- Which of the following is NOT a guideline for successfully conducting a Joint Requirements Planning (JRP) session?

- a. stay on schedule
 - b. allow for ample breaks
 - c. encourage user and management participation
 - d. **brainstorm technical alternatives to problems identified in a JRP session**
-

Q71- The person generally responsible for the program design strategy, standards, and construction is called a(n):

- a. program librarian
- b. backup chief programmer
- c. network designer
- d. **chief programmer**

Q72- Which one of the tests is performed on a subset of a program?

- a. subset test
- b. unit test
- c. **stub test**
- d. system test

Q73- Which of the following is the last phase of the Systems Construction phase?

- a. build and test databases
- b. **write and test new programs**
- c. prepare conversion plan
- d. build and test networks

Q74- Which installation strategy is a variation on the abrupt and parallel conversion?

- a. location conversion
- b. **staged conversion**
- c. partial conversion
- d. hierarchical conversion

Q75- Which of the following is(are) the task(s) of the Systems Conversion phase?

- a. prepare conversion plan
 - b. train users
 - c. convert to new system
 - d. **build and test networks**
-

Q76- Which of the tests is a final system test performed by end users using real data over an extended period of time?

- a. final test
 - b. complete test
 - c. **systems acceptance test**
 - d. parallel test
-

Q77- Which of the following is(are) the primary inputs into the task of writing and testing new programs?

- a. programming plan
 - b. database structure
 - c. test data
 - d. **both (a) and (c)**
-

Q78 Which of the following is the first phase of the Systems Implementation phase?

- a. **conduct system test**
 - b. build and test networks
 - c. prepare conversion plan
 - d. build and test databases
-

Q79- Which of the following is(are) the deliverables of the Systems Implementation phase?

- a. training materials
 - b. functional system
 - c. physical design specification
 - d. **operational system**
-

Q80- Which of the following is(are) the inputs to the Systems Construction phase?

- a. design prototypes
 - b. redesigned business processes
 - c. physical design specifications
 - d. **all of the above**
-

Q81- Which of the following is an input process method(s)?

- a. smart card
 - b. biometric
 - c. point-of-sale
 - d. **all of the above**
-

Q82- A form used to record data about a transaction is a(n)

- a. batch document
 - b. **source document**
 - c. on-line document
 - d. data entry document
-

Q83- Combination checks:

- a. determine data entry errors on primary keys
 - b. ensure that the correct type of data is input
 - c. **determine whether a known relationship between two fields is valid**
 - d. determine whether all required fields of the input have actually been entered
-

Q84- Which of the following is NOT an advanced input control?

- a. radio button
 - b. slider edit calendar
 - c. spin box
 - d. **both (a) and (c)**
-

Q85- If you need a student to select from a list of eighty courses of the university's on-line catalogue, your best choice for a GUI control would be:

- a. check box
 - b. radio buttons
 - c. **drop-down list**
 - d. combination box
-

Q86- If you need to collect employee status information (e.g., full-time vs. part-time) on a computer screen, your best choice for a GUI control would be:

- a. drop-down list
 - b. masked edit control
 - c. **radio buttons**
 - d. spin box
-

Q87- Remote batch processing has the following characteristic(s):

- a. Data is entered online.
 - b. Data is collected in batches.
 - c. Data is processed at a later time.
 - d. **both (a) and (b) and (c)**
-

Q88 -Optical character recognition:

- a. is less prevalent than optical mark recognition
 - b. is used on forms for subjective-based questions on exams
 - c. requires the user to carefully handwrite input data on a business form
 - d. **both (a) and (c)**
-

Q89- Which of the following advanced input controls provides a nonnumeric means of selecting a value?

- a. ellipsis control
 - b. Internet hyperlink
 - c. check list box
 - d. **slider edit calendar**
-

Q90 -In cases where the data item has a large number of predefined values and screen space is tight, the following GUI control should be used for an input:

- a. combination box
 - b. **drop-down list**
 - c. list box
 - d. ellipsis control
-

Q91- Which of the following reports presents information with little or no filtering or restrictions?

- a. non-filtered
 - b. summary
 - c. external
 - d. **none of the above**
-

Q92 -A list of the names of all customers who purchased only one product within a six-month period would be an example of a(n):

- a. detailed report
 - b. summary report
 - c. **exception report**
 - d. external report
-

Q93- A listing of the names and addresses of all the employees for an organization would be an example of a(n):

- a. **detailed report**
 - b. summary report
 - c. external report
 - d. exception report
-

Q94- The most common medium for computer outputs is:

- a. screen
 - b. **paper**
 - c. e-mail
 - d. microfilm
-

Q95 -Which of the following reports categorizes information for managers who are not interested to wade through the details?

- a. external
- b. detailed
- c. exception
- d. **none of the above**

Q96- A turnaround output is an example of

- a. internal output
- b. **external output**
- c. summary output
- d. exception output

Q97- A count of the number of students who earned A, B, C, D, and F grades in a given course would be an example of a(n):

- a. external report
- b. **summary report**
- c. detailed report
- d. exception report

Q98- Which kind of chart is useful for comparing series or categories of data, each in its own bar?

- a. line chart
- b. pie chart
- c. **scatter chart**
- d. **bar chart**

Q99- Which of the following is NOT a general principle for output design?

- a. The distribution of (or access to) computer outputs must be sufficient to assist all relevant users.
- b. **The computer outputs should be designed with automated tools.**
- c. The computer outputs must be acceptable to the system users.
- d. Computer outputs should be simple to read and interpret.

Q100- Which of the following is(are) the step(s) in the output design process?

- a. specify physical output requirements
- b. identify system outputs and review logical requirements
- c. design, validate, and test outputs
- d. **all of the above**

Q101-The information of MIS comes from the

- a. Internal source
- b. External source
- c. **Both internal and external source**
- d. None of the above

Q102-The back bone of any organization is

- a. **information**
- b. employee
- c. management
- d. capital

Q103-AI is the short form of

- a. Artificial information
 - b. **Artificial intelligence**
 - c. Artificial integration
 - d. None of the above
-

Q104-The advantage(s) of transistors are they

- a. Are portable
 - b. Are more reliable
 - c. Consume less power
 - d. **All of the above**
-

Q105-The flow of information through MIS is

- a. **need dependent**
 - b. organization dependent
 - c. information dependent
 - d. management dependent
-

Q106-The elements of control will consist of

- a. **Authority, Direction, Management**
 - b. Authority, Direction, Information
 - c. Authority, Application, Management
 - d. Authority, Application, Information
-

Q107-Internal information for MIS may come from any one of the following department.

- a. **Customers CARE department**
 - b. HR department
 - c. Marketing department
 - d. Production department
-

Q108-Audit gives details about _____ to Account Payable System

- a. Account balance**
 - b. Transaction
 - c. Expenditure
 - d. All of the above
-

Q109-One byte is made of

- a. Four bits
 - b. Eight bits**
 - c. Twelve bits
 - d. Sixteen bits
-

Q110-MIS normally found in a manufacturing organization will not be suitable in the _____.

- a. Service sector**
 - b. Banking sector
 - c. Agriculture sector
 - d. All of the above
-

Q111-_____ details are given by Management to Marketing Service System.

- a. Customer
 - b. Employee
 - c. Supplier**
 - d. None of the above
-

Q112-The basic component(s) of DSS is (are)

- a. Database
 - b. Model base
 - c. DSS software system
 - d. **All of the above**
-

Q113-GDSS is the short form of

- a. **Group Decision Support System**
 - b. Group Discussion Support System
 - c. Group Decision Service System
 - d. Group Discussion Support Source
-

Q114-Decision trees could be represented in different ways such as

- a. Bottom to top
 - b. Left to right
 - c. Top to bottom
 - d. **All of the above**
-

Q115-The types of data transmission modes are

- a. Half duplex. , Duplex. , Singlex
 - b. **Half duplex. , Duplex. , Simplex**
 - c. Half duplex. , Duplex. , Half Singlex
 - d. Singlex, duplex, half triplex
-

Q116. _____. focuses on planning, policies, and procedures regarding the use of corporate data and information.

- a. CIO**
 - b. systems analyst
 - c. database administrator
 - d. system operator
-

Q117. The extent to which technology permeates an area or department is called _____.

- a. Technology diffusion**
 - b. Technology infusion
 - c. Technology collusion
 - d. Technology fusion
-

Q118. _____ is any business-related exchange such as payments to employees, sales to customers, or payments to suppliers.

- a. Data
 - b. E-commerce
 - c. A transaction**
 - d. Input
-

Q119. _____ is software programs that were developed for a general market and that can be purchased in a store.

- a. Proprietary software
- b. Off-the-shelf software**
- c. Contract software
- d. Application software

Q120. _____ converts ciphertext back into plaintext.

- a. Encryption
- b. A firewall
- c. Decryption**
- d. An encoder

Q121 - With the _____ form of data processing, each transaction is processed immediately.

- a. OLTP**
- b. batch processing
- c. active processing
- d. automated transaction processing

Q121. Using _____ a decision maker can make hypothetical changes to problem data and observe the impact on the results

- a. Simulation
- b. What-if analysis**
- c. Optimization
- d. Goal-seeking analysis

Q122. _____ involves the investigation of new approaches to existing problems.

- a. Systems analysis
- b. Creative analysis**
- c. Critical analysis
- d. Organizational analysis

Q123. Whose responsibility is it to see that the potential consequences of IS use are fully considered?

- a. IS professionals**
- b. managers
- c. users
- d. all of the above

Q124. The first stage in the problem-solving process is called the _____ stage. During this stage, potential problems or opportunities are identified and defined.

- a. Choice
- b. Design
- c. Monitoring**
- d. Intelligence

Q125. Which of the following is NOT a goal of transaction processing systems?

- a. Capture, process, and store transactions
- b. Produce a variety of documents related to routine business activities
- c. Reduce manual effort associated with processing business transactions
- d. Produce standard reports used for management decision making**

Q126. _____ is a protocol that enables you to copy a file from another computer to your computer.

- a. SLIP
- b. Usenet
- c. Telnet
- d. FTP**

Q127. According to the _____ theory, organizations adapt to new conditions or alter their practices over time.

- a. Change model
- b. Organizational learning
- c. Organizational culture
- d. **Continuous improvement**

Q128. _____ organizational structure employs individuals, groups, or complete business units in geographically dispersed areas who may never meet face to face in the same room.

- a. traditional
- b. **virtual**
- c. multidimensional
- d. matrix

Q129. _____ is a collection of single-application software packages in a bundle designed to work similarly so that once you learn the basics for one application, the other applications are easy to learn and use.

- a. Bundled software
- b. **Software suite**
- c. Productivity applications
- d. General purpose software

Q130. The data processing activity that involves rekeying miskeyed or misscanned data is called _____.

- a. editing
- b. data storage

- c. **data correction**
 - d. data collection
-

Q131. The component of a decision support system that provides decision makers access to a variety of models and assists them in decision making is called the _____.

- a. Model base
 - b. model management software
 - c. **database**
 - d. dialogue manager
-

Q132. _____ is a form of transaction processing in which all transactions are collected into a group and processed together.

- a. Accumulation processing
 - b. **Batch processing**
 - c. Data collection
 - d. Data collection
-

Q133. Information systems that support the firm in its interaction with its environment are said to be performing within the _____.

- a. Workgroup sphere of influence
 - b. Global sphere of influence
 - c. **Enterprise sphere of influence**
 - d. Individual sphere of influence
-

Q134. _____ are individuals who help users determine what outputs they need from the system and construct the plans needed to develop the necessary programs that produce these outputs.

- a. Data entry operators
 - b. Programmers
 - c. Database administrators
 - d. Systems analysts**
-

Q136. The current major stage in the business use of IS is oriented towards _____.

- a. Cost reduction and productivity
 - b. Gaining competitive advantage**
 - c. Strategic advantage and costs
 - d. Improved customer relationship management
-

Q137. A _____ is an abstraction or an approximation that is used to represent reality.

- a. Model**
 - b. System parameter
 - c. System performance standard
 - d. System
-

Q138. _____ attacks have overwhelmed the capacity of some of the Web's most established and popular sites.

- a. Spam
- b. Credit card fraud
- c. Denial-of-service**
- d. Spoofing

Q139. _____ gives the computer the ability to make suggestions and act like an expert in a particular field.

- a. Decision support systems
- b. Virtual reality systems
- c. Management information systems
- d. **Expert systems**

Q140. _____ is an Internet service that enables you to log on to another computer and access its public files.

- a. **Telnet**
- b. FTP
- c. Content streaming
- d. Instant messaging

Q141. _____ describes various program functions and help users operate the computer system

- a. A computer program
- b. **Documentation**
- c. Systems software
- d. A computer system platform

Q142. Which of the following statements, about the use of decision support systems, is true?

- a. They are applied only to the choice phase of the problem-solving process.
- b. They are only applied to frequent, recurring problems.
- c. They are only applied to highly-structured problems
- d. **They assist decision makers at all levels within the organization.**

Q143. The value of information is directly linked to _____ .

- a. **its accuracy and completeness**
 - b. its verifiability
 - c. its simplicity and security
 - d. how it helps decision makers achieve organizational goals
-

Q144. _____ often referred to as "rules of thumb," are commonly accepted guidelines or procedures that usually lead to a good decision.

- a. Optimization models
 - b. Satisficing models
 - c. Heuristics
 - d. **Programmed decisions**
-

Q145. _____ represent(s) the application of information concepts and technology to routine, repetitive, and usually ordinary business transactions

- a. E-commerce
 - b. **Transaction processing systems**
 - c. Management information systems
 - d. decision support system
-

Q146. _____ is the process of converting a message into a secret code and changing the encoded message back to regular text.

- a. Encryption
- b. Fraud
- c. Encoding
- d. **Cryptography**

Q147. Problems that are routine and have well-defined relationships are called _____.

- a. **Structured problems**
 - b. Programmed decisions
 - c. Simple problems
 - d. Heuristics
-

Q148. _____ is an awareness and understanding of a set of information and ways that information can be made useful to support a specific task or reach a decision

- a. **Knowledge**
 - b. Data
 - c. Feedback
 - d. A process
-

Q149. Day's critical activities and is typically available at the beginning of each workday.

- a. Demand report
 - b. scheduled report
 - c. **key-indicator report**
 - d. exception report
-

Q150. _____ is factors that are essential to the success of certain functional areas of an organization.

- a. Mission-critical factors
- b. **Critical success factors**
- c. Performance objectives
- d. Strategic factors

Q151. The four key questions related to fairness in information use are _____

- a. cost, timing, content, and frequency
 - b. notice, consent, accuracy, and authorization
 - c. knowledge, control, notice, and consent
 - d. **knowledge, accuracy, timing, and permission**
-

Q152. Which of the following SDLCs listed below takes an iterative approach to the systems development process?

- a. end user
 - b. **RAD**
 - c. prototyping
 - d. traditional waterfall
-

Q153. _____ is a crime in which the imposter obtains key pieces of personal information in order to impersonate the victim.

- a. **Social engineering**
 - b. Dumpster diving
 - c. Computer fraud
 - d. Identity theft
-

Q154. The translation of strategic and organizational goals into system development initiatives is called _____.

- a. Systems development
- b. **information systems planning**
- c. project planning
- d. project definition

Q155. Information systems that monitor the elementary activities and transactions of the organizations are _____.

- a. management-level systems.**
- b. operational-level systems.
- c. knowledge-level systems.
- d. strategic systems.

Q156. In _____ organization, authority is delegated down the hierarchy.

- a. traditional
- b. classical**
- c. operational
- d. absolute

Q157. In compilation process the program is placed in the memory in the form _____.

- a. octal.
- b. binary.**
- c. hexadecimal.
- d. decimal.

Q158. The effectiveness of marketing information system depends to a larger extent of _____ from market place to the firm.

- a. marketing.
- b. advertising.
- c. feedback.**

- d. promoting.
-

Q159. The starting point of MIS planning is general _____ planning.

- a. objective.
 - b. managers.
 - c. **business.**
 - d. firms.
-

Q160. _____ system is concerned with the way information is used for purpose of control and applies technologies.

- a. **Feedback.**
 - b. Interview.
 - c. Interaction.
 - d. Conference.
-

Q161. The information generated at regular intervals is a _____ information.

- a. depositing.
 - b. saving.
 - c. **recurring.**
 - d. collecting.
-

Q162. In MIS _____ plays economically sound and logically in development process.

- a. information.
- b. data.
- c. statements.
- d. **data flow.**

Q163. BPR means _____

- a. Business Product Engineering.
 - b. Business Process Engineering.**
 - c. Business Product Electronic.
 - d. Business Process Electronic.
-

Q164. CPU means _____.

- a. Central Process Utility.
 - b. Central Processing Unit.**
 - c. Central Process Uniformity.
 - d. Central Process Usage.
-

Q165. What are the qualities of a good s/w ?

- a. Reusability
 - b. Portability
 - c. Inter operability
 - d. All of the above**
-

Q166. Lower CASE tools are used for

- a. for developing DFD's
- b. for screen design
- c. during all phases of system analysis and design life cycle
- d. for converting structured English procedures to source code into a language such as C**

Q167. Projections and responses to queries are Information output characteristics associated with:

- a. DSS
- b. MIS
- c. **ESS**
- d. TPS

Q168. Prototype is a

- a. **Working model of existing system**
- b. Mini model of existing system
- c. Mini model of processed system
- d. None of the above

Q169. Deciding where to locate new production facilities is an example of a manufacturing and production information system operating at the:

- a. Operational level
- b. Management level
- c. Knowledge level
- d. **Strategic level**

Q170. Enterprise systems support:

- a. Manufacturing processes.
 - b. Financial and accounting processes.
 - c. Human resource processes.
 - d. **All of the above.**
-

Q171. Which of the following is not a characteristic of good information?

- a. Interchangeability**
 - b. relevance
 - c. cost effectiveness
 - d. timeliness
-

Q172. Which is not a domain of-Artificial Intelligence?

- a. Intelligent Agents.
 - b. Expert System.
 - c. None of the above.
 - d. A & B**
-

Q173. Which of the following are the inputs of Marketing Information System?

- i. Marketing research data
- ii. Marketing intelligence data
- iii. External environment data
- iv. strategic plan

Select one:

- a. Only I, ii, and iii.
 - b. Only ii, iii and iv.
 - c. Only i, iii and iv.
 - d. All I, ii, iii and iv.**
-

Q174. In which of the following functions of MIS reports are generated based on the enterprise's need'?

- a. Planning**
- b. Prediction,
- c. Data Processing

d. Data storage

Q175. The direct, computer-to-computer exchange of standardized, common business transaction documents between business partners, suppliers, and customers is _____

- a. **EDI**
 - b. ES
 - c. EIS
 - d. ERP
-

Q176. What software organizes, manages, and processes business data concerned with inventory, customers, and vendors?

- a. customer- oriented software
 - b. **data management software**
 - c. storage area network network
 - d. grid computing software
-

Q177. Which topology requires a central controller or hub?

- a. Mesh
 - b. **Star**
 - c. Bus
 - d. Ring
-

Q178. A _____ is a data communication system spanning states, countries, or, the whole world.

- a. MAN
- b. LAN

- c. **WAN**
 - d. none of the above
-

Q179. HUB is _____ Device & Switch is _____ Device.

- a. Unicast, Multicast
 - b. Multicast, unicast
 - c. **Broadcast, multicast**
 - d. none of the above
-

Q180. Which of the following network covers the largest geographical area,

- a. PAN
 - b. LAN
 - c. MAN
 - d. **WAN**
-

Q181. What is the powerful, centralized computer system that performs data storage and processing tasks on behalf of clients and other network devices?

- a. Client
 - b. **Host computer**
 - c. Terminal
 - d. Network
-

Q182. Which of the following is a computer based system that stores and, manipulates data that are viewed from a geographical point or reference?

- a. **Geographical information System (GIS)**
- b. Database System (DS)
- c. Geographic System (GS)

d. Software System (SS)

Q183. An application where only one user accesses the database at a given time is an example of a(n)

- a. **single-user database application**
 - b. multiuser database application
 - c. e-commerce database application
 - d. data mining database application
-

Q184. In the spiral model risk analysis is performed

- a. In the first loop
 - b. in the first and second loop
 - c. **In every loop**
 - d. before using spiral model
-

Q185. Which phase is not available in software life cycle?

- a. Coding
 - b. Testing
 - c. Maintenance
 - d. **Abstraction**
-

Q186. Software testing techniques are most effective if applied immediately after?

- a. Requirement specification
- b. **Design**
- c. Coding
- d. Integration

Q187. The set of data available to the user, the so-called:

- a. Start-user data
- b. End-user data**
- c. Database
- d. None of these

Q188. Which are the three levels of abstraction:

- a. Physical
- b. Logical
- c. External
- d. All of these**

Q189. SQL stands for:

- a. System query language
- b. Structured query language**
- c. Sets query languages
- d. None of these

Q190. Which is the data model

- a. Relational
 - b. Object-Relational
 - c. Network
 - d. All of these**
-

Q191. _____ is the information about data.

- a. Data
 - b. Meta-Data**
 - c. Entity
 - d. Relations
-

Q192. The first step in the systems development life cycle (SDLC) is:

- a. Analysis.
 - b. Design.
 - c. Problem/Opportunity Identification.**
 - d. Development and Documentation.
-

Q193. Waterfall model is not suitable for?

- a. Small Projects
 - b. Complex Projects
 - c. Accommodating change**
 - d. None of Above
-

Q194. The advantages of creating a prototype are.

- a. It allows developers to experiment with number of different design options
 - b. It can serve as means of communication between developers and customers
 - c. Both (a) and (b)**
-

Q195. The current standard tool for designing object oriented systems is called

- a. Unified Modeling Language**
- b. Booch Modeling Language
- c. Object Modeling Language

- d. Class, responsibilities and collaborators language
-

Q196. Summary transaction data, high-volume data, and simple models are information Inputs characteristic of:

- a. DSS
 - b. MIS**
 - c. ESS
 - d. TPS
-

Q197. Tracking employee training, skills, and performance appraisal is an example of a human resource information system operating at the:

- a. Operational level**
 - b. Management level
 - c. Knowledge level
 - d. Strategic level
-

Q198. If you are a _____ recipient of sensitive information such as might be overheard or contained in a misdirected email, this would not be legal, but-might be unethical to use it.

- a. active
 - b. Passive**
 - c. proper
 - d. business
-

Q199. Which of the system uses Multidimensional data analysis?

- a. DSS**
- b. MIS
- c. ESS

- d. All of the above
-

Q200. What is the use of Bridge in Network?

- a. to connect LANs
b. to control Network speed
c. to separate LANs
d. All of the above
-

Q201. EIS provide highly unstructured information to the level management for long term decision making.

- a. Operational
b. Bottom
c. Middle
d. Top
-

Q202. The _____ provides a manager with the information needed to make decisions regarding, the firm's operational activities.

- a. EIS
b. ES
c. MIS
d. EDI
-

Q203. Old main frame computers that are used to avoid high costs is called:

- a. Legacy systems
b. Personal computers
c. server

d. Workstation

Q204. The topologies with highest reliability is

- a. Bus topology
 - b. Ring topology
 - c. Star toporogy
 - d. **Mesh topology**
-

Q205. In which topologies, if there: are n devices in a network each device has n-1 ports for cables

- a. **Mesh**
 - b. Star
 - c. Bus
 - d. Ring
-

Q206. The following device allows the user to add external components to a computer system

- a. Storage devices
 - b. Keyboards
 - c. **Portal system boards**
 - d. Diskettes
-

Q207. What is Software?

- a. Set of computer programs, procedures and possibly associated document concerned with the operation of data processing.
- b. **A set of compiler instructions**
- c. A mathematical formula
- d. None of above

Q208. The raw facts and figures are:

- a. Data**
- b. Information
- c. Snapshot
- d. Reports

Q209. An Enterprise Resource Planning application is an example of a (n) _____

- a. single-user database application
- b. multiuser database application**
- c. e-commerce database application
- d. data mining database application

Q210. The tools that support different stages of software development life cycle are called:

- a. CASE Tools**
- b. CAME tools
- c. CAQE tools
- d. CARE tools

Q211. In the system concepts, the term integration?

- a. implies structure and order
 - b. refers to the manner in which each component functions with other components of the system
 - c. means that parts of computer system depends on one another
 - d. refers to the holism of systems**
-

Q212. A _____ view of data expresses the way a user thinks about data

- a. **Logical view**
 - b. Physical view
 - c. Both
 - d. None
-

Q213. Which are the types of data independence:

- a. Physical
 - b. Logical
 - c. **Both**
 - d. None of these
-

Q214. Every record in the same size in bytes, the file is constituted of _____

- a. Record
 - b. Record blocking
 - c. Fixed-length record
 - d. **Variable-length record**
-

Q215. Which is not the feature of database:

- a. **Data redundancy**
 - b. Independence
 - c. Flexibility
 - d. Data Integrity
-

Q216. In the relational modes, cardinality is termed as:

- a. Number of tuples.**
 - b. Number of attributes.
 - c. Number of tables.
 - d. Number of constraints
-

Q217. System Development process is also called as _____

- a. System Development Life Cycle**
 - b. System Life Cycle
 - c. Both A and B
 - d. System Process Cycle
-

Q218. Which is not a software development life cycle model?

- a. Spiral Model
 - b. Waterfall Model
 - c. Prototyping Model
 - d. Capability maturity Model**
-

Q219. CASE tools are

- a. A Set of rules to be used during system analysis and design
 - b. Program, packages used during system analysis and design**
 - c. A set of tools used by analysts
 - d. Needed for use case development.
-

Q220. Lower CASE tools are used for

- a. develop graphical user interface
 - b. for converting decision tables to source programs**
 - c. for generating test cases
 - d. for developing use cases
-

Q221. Which of the following individuals typically have less formal, advanced educational degrees and tend to process rather than create information?

- a. Knowledge workers
 - b. Executives
 - c. System analysts
 - d. Data workers**
-

Q222. Information systems can facilitate supply chain management by:

- a. Tracking the status of orders.
 - b. Rapidly communicating orders,
 - c. Providing product specifications.
 - d. none all of the above.**
-

Q223. A human order taker can be bypassed when using _____

- a. Office automation system
 - b. Management information system
 - c. Transaction processing system**
 - d. Decision support system
-

Q224. Cybernetic system is the one which is _____

- a. Self Monitoring.
 - b. Self controlling.
 - c. Self regulating.
 - d. **All of the above.**
-

Q225. Which of the following Information category is used by middle management?

- a. Organisational
 - b. Functional managerial knowledge
 - c. **Decision support**
 - d. Operational
-

Q226. MIS stands for _____

- a. Management internet system.
 - b. Marketing Internet system.
 - c. Marketing and implementation software.
 - d. **Management information system**
-

Q227. DDL stands for:

- a. Decode data languages
 - b. **Data definition languages**
 - c. Database define languages
 - d. Define data languages
-