

## SECTION A

1. Which approach to Information Systems is concerned mostly with system utilization, implementation, and creative design?
  - a. Behavioral
  - b. Technical
  - c. Sociotechnical
  - d. Organizational
  
2. Output that is returned to appropriate members of the organization to help them evaluate or correct the input stage is known as ---.
  - a. Results
  - b. Information
  - c. Feedback
  - d. Validated output
  
3. Building contemporary information Systems produce
  - a. Institutional Changes
  - b. Managerial Changes
  - c. Technical changes
  - d. I and II only
  - e. I and III only
  - f. II and III only
  - g. I, II and III
  
4. Which of these is not true of the Internet?
  - i. Computers that operate on different platforms can communicate
  - ii. The Internet continues to work even when some networks fail or are removed from the system.
  - iii. It can process large pools of data.

5. Which of the major organizations design options give greater decision-making authority to lower-level employees who may not necessarily work in an office and may be scattered geographically?

- a. Flattened organizations
- b. Separating Work from location
- c. Receiving organizational boundaries and electronic commerce.

6. A capability which has fueled the commercial use of the Internet allowing companies to combine graphics text and sound into brochures, advertisements, or forms, etc is called a(n) .....

- a. Electronic market
- b. World Wide Web
- c. Interorganizational system
- d. e-mail

7. The principal function of ..... systems is to answer routine questions and track the flow of transactions through the organization

- a. Strategic level
- b. Operational level
- c. Management level
- d. Query level

8. Which of these is true of Management level systems?

- 1. They provide periodic reports rather than instant information on operations
  - 2. They match changes in the external environment with existing organizational capabilities:
  - 3. Some tend to focus on less structured decisions for which information requirements are not clear.
- a. I and II only
  - b. I and III only

- c. II and III only
- d. I only

9. A system that designs promotional display for a firm's product should be a ..... level system under the sales function.

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

10. Which of these systems may not supply information to an MIS?

- a. Electronic market
- b. World Wide Web
- c. Interorganizational system
- d. e-mail

11. TPS

III DSS

IV ESS

- a. I and II only
- b. I and III only
- c. II and III only
- d. III and IV only

12. Management Information Systems

- I. offer user flexibility, adaptability, and a quick response
- II. have an internal rather than an external orientation
- III. have little analytical capability
- IV. use sophisticated analysis and modeling tools.

- a. I and II only
- b. I and III only
- c. II and III only
- d. III and IV only

13. Decision support systems

- I. are generally reporting and control oriented
  - II. tend to make less use of analytical models than ESS
  - III. allow users to initiate and control the input and output
  - IV. use information from TPS, MIS, and external sources.
- a. I and II only
  - b. I and III only
  - c. II and III only
  - d. III and IV only

14. In the competitive forces model, which of these are considered tenus?

- I. Substitute products or services
  - II. Traditional competitors
  - III. New entrants
  - IV. Customers
- a. I and II only
  - b. I, II and III only
  - c. I, II, III and IV
  - d. I and III only

15. The raising of \_\_\_\_\_ reduces customers' bargaining power

- I. Service cost
  - II. Switching cost
  - III. Share holder dividends
- a. I only
  - b. II only
  - c. III only
  - d. I and III only

16. The \_\_\_\_\_ model highlights specific activities in the business where competitive strategies can be best applied and where information systems are most likely to achieve competitive advantage.

- A. Value chain

- B. Competitive forces
- C. Primary activities
- D. Supply chain

17. Which of these would help develop tight linkages to customers (and suppliers)?

- I. Just-in-time delivery systems
  - II. Inventory replenishment systems triggered by point-of-sale purchases
  - III. Stockless inventory systems
- a. I and II only
  - b. I and III only
  - c. II and III only
  - d. I, II and III

18. The methodology that addresses the problem of aging software by salvaging and upgrading it so that the user can avoid a long and expensive replacement project is known as

- Software upgrading
- Software reengineering
- Software engineering
- Object-oriented software development

19. The system life cycle may be used in building

- I. TPS and MIS where requirements are highly structured and defined
  - II. Complex technical systems that need tight controls over the system building process.
  - III. Experimental systems rapidly for evaluation by users
- I and II only
  - a. I and III only
  - b. II and III only
  - c. I, II and III

20. Which of the following statements is true of the systems lifecycle?

I. Freezing of specifications easily in the development process is encouraged

II. Systems do not always meet quality assurance standards

III. Formal specification of requirements may inhibit system-builders from exploring and discovering the problem structure.

IV. Not suitable for many small desktop systems.

a. I and II only

b. II and III only

c. II and IV only

d. III and IV only

21. use tools may be used to focus and engineering

II. Backward engineering

III. Prototyping

a. I only

b. II only

c. III only

d. I and II only

22. Prototyping is especially valuable

i. for designing of end-user interface

II. Where requirements are uncertain

III. Where documentation is not essential

IV. Large quantities of data need to be accommodated

a. I and II only

b. I and III only

c. II and III only

23. In selecting application software packages, the most important evaluation criteria are

I. User-friendliness

II. Installation and maintenance effort

III. Vendor quality and cost

IV. Processing speed

- a. I, II, and III only
- b. I, II and IV only
- c. II, III and IV only
- d. III and IV only

24. Which aspects of the system development process do fourth-generation tools make their greatest contribution?

- I. System study
  - II. System design
  - III. Programming
  - IV. Installation
- a. I and II only
  - b. I and III only
  - c. III and IV only

25. If a firm's internal IT staff cannot keep pace with technological change or the firm wants to free up scarce and costly talent for higher payload activities, one may consider using

- Prototyping
- Outsourcing
- End-user development
- Application software development

26. Disadvantages of outsourcing include

- The possible loss of control over one's information system function
- The possible introduction of many disparate and incompatible technologies into the firm
- HI, Trade secrets or proprietary information may leak out to competitors.
- IV. Required customization must become expensive and time-consuming that they eliminate manufacturers of outsourcing

- I and II only
- I and III only
- I and IV only
- II and III only

27. Outsourcing may be contemplated where

- I. Rewards for excellence and where the penalties for failure also high

- II. Producibility of our services is best applied.

- III. When ones IN require times as limited, ineffective or technically inferior.

- I and II only

- I and III only

- II only

28. Information that can be checked, perhaps from many different sources, for correctness is said to be \_\_\_\_\_.

- reliable

- accurate

- verifiable

- flexible

29. Organizations are \_\_\_\_\_ systems.

- Open

- Artificial

- Probabilistic

- Physical

a. I, II, and III only

b. I, II and III, IV

c. II, III and IV only

d. I and III only

30. The information systems professional

I. is a technical specialist

II. operates as an internal consultant



III. has a generalist perspective

- a. I and II only
- b. I and III only
- c. II and III only
- d. I, II, and III

31. Due to the emergence of the global economy, firms need to be able to see IT to \_\_\_\_\_.

- I. control in firing global corporations
  - II. create and distribute new knowledge and information
  - III. Deliver mass-customized products and services
  - IV. Operate 24 hours a day in different national environments
- a. I and II only
  - b. I and IV only
  - c. II and IV only
  - d. II and IV only

32. The new type of business is

- I. is a flexible arrangement of specialists
  - II. is less hierarchical
  - III. delivers mass-produced products (or services)
  - IV. is decentralized
- a. I and II only
  - b. I and IV only
  - c. II and IV only
  - d. III and IV only

33. In transforming data into information, which of this need to be available?

- I. Rules
  - II. Computers
  - III. Knowledge
  - IV. Relationships
- a. II and III only
  - b. III and IV only

- c. I, II, and IV only
- d. I, III and IV only

34. The interconnections and interactions between subsystems are termed \_\_\_\_\_.

- a. boundaries
- b. interfaces
- c. data
- d. feedback

35. The technical approach to information systems focuses on problems of

- I. implementation
  - II. Program testing
  - III. Logical and physical design
  - IV. Requirements determination
- a. I and II only
  - b. II and III only
  - c. I, II, and III only
  - d. II and IV only

36. Computer science contributes to Information Systems by concerning itself with

- I. establishing theories of computability
  - II. development of models for decision-making
  - III. mathematical techniques for optimizing parameters or organizations such as transportation methods of efficient data storage
- a. I and II only
  - b. II and III only
  - c. I and IV only
  - d. II and IV only

37. Information systems can be classified by

- I. Knowledge level

- II. Functional specialty
- III. Decision-making authority
- IV. Organizational level they serve
- a. I and II only
- b. II and III only
- c. I and IV only
- d. II and IV only

38. .... use networks to link people, assets, and ideas to create and distribute products and services without being limited by traditional organizational boundaries or physical locations.

- a. Interorganizational systems
- b. Virtual organizations
- c. electronic markets
- d. custom manufacturing

39. The process of streamlining business procedures so that documents can be moved easily and efficiently from one location to another is known as

- a. rationalization of procedures
- b. Work-flow management
- c. Business reengineering
- d. None of the above

40. Is the activities that go into producing an information system solution to an organizational problem or opportunity

- a. implementation
- b. System analysis
- c. System development
- d. None of the above

41. ... constitute all of the organizational activities working towards the adoption, management, and routinization of a new information system

- a. Conversion

- b. Production and maintenance
- c. Operational implementation

42. "The modification of a system package to meet an organization's unique requirements without destroying the integrity of the software package is known as a Software review"

43. ... is the methodology that addresses the problem of aging software by subaging and upgrading it so that the users can avoid a long and expensive replacement project.

- a. Software Upgrading
- b. Software reengineering
- c. Object-oriented software development
- d. None of the above

44. ... is an approach to software development that de-emphasizes procedures and shifts the focus from modelling business procedures and data-to-combining data and procedures to create objects.

- a. Computer-aided software engineering
- b. Object-oriented software development
- c. Structured methodologies
- d. Software reengineering

45. The process of building an experimental system quickly and inexpensively for demonstration and evaluation so that users can better determine their information requirements is known as

- a. Modelling
- b. Prototyping
- c. End-user development
- d. CASE

46. End-user development provides the following benefits:

- a. Increase user involvement and satisfaction
- b. Minimize integrity problems and ensure security standards
- c. Improved requirements determination
- d. None of the above

47. Which of these types of systems is likely to comply due to an MIS as input?

- a. Knowledge Work Systems
- b. Transaction Processing Systems
- c. Decision Support Systems
- d. Executive Support Systems
- e. I & II only
- f. II & III only
- g. III & IV only
- h. I & II only
- i. III only

48. Which of these may be considered characteristics of Decision Support Systems?

- I. Information requirements are known and stable.
  - II. They use sophisticated analysis and modeling tools.
  - III. They allow users to initiate and control the input and output.
- a. I & II only
  - b. I & III only
  - c. II & III only
  - d. I only
  - e. II only

49. Which of these types of applications will serve the operations personnel?

- I. Graphics workstation.
  - II. Annual budgeting
  - III. Order processing
- a. I & II only

- b. II & III only
- c. III & IV only
- d. II only
- e. III only

50. Which of these types of systems will use aggregate data, external and internal data as input?

- a. TPS
- b. OAS
- c. MIS
- d. DSS
- e. ESS

51. A system with its inputs and outputs defined but not how the inputs are transformed to outputs, is termed a \_\_\_\_\_.

- a. module
- b. units
- c. supensystem
- d. subsystem
- e. black box

52. A \_\_\_\_\_ perspective of information systems combines the theoretical work of computer science, operations research, and management science with a practical orientation towards building systems and applications.

- a. technical
- b. mathematical
- c. sociotechnical
- d. behavioral
- e. scientific

53. The purpose of \_\_\_\_\_ level systems is to help business firms integrate new ideas into the business and to help the organization control the flow of paper work.

- a. operations

- b. knowledge
- c. managerial
- d. tactical
- e. strategic

54. Which of these show a situation where a large organization uses IT to achieve some of the agility and responsiveness of small organizations?

- I. The use of desktop machines and inexpensive computer-aided design (CAD) software that provide the precision, speed, and quality of giant manufacturers.
- II. Custom manufacturing systems that allow large factories to offer customized products in small quantities.
- III. The use of massive databases of customer purchasing records that can be analyzed so that large companies can know their customers needs and preferences as easily as local manufacturers.

55. Employees no longer work in an office.

- I. Senior managers are given greater decision-making authority than in the past.
  - II. Employees work in teams.
  - IV. Management's span of control is broadened.
- a. I & II only
  - b. II & III only
  - c. III & IV only
  - d. I, II & III only
  - e. I, III & IV only

56. Which of these can you do on the Internet?

- I. Transfer computer files of text, software, graphics, etc.
  - II. Advertise, sell, and purchase goods and services.
  - III. Send email messages: transmit documents and data.
  - IV. Join interactive discussion groups.
- a. I & II only

- b. II & III only
- c. III & IV only
- d. I, II & III only
- e. I, II, III & IV only

57. In indicating what is part of a system and what is not, you are defining the \_\_\_\_\_ of the system.

- a. elements
- b. environment
- c. boundary
- d. interface
- e. subsystems

58. Which of the following is/are true about interfaces?

I. Interconnections between subsystems are termed interfaces.

II. Interfaces may take the form of inputs.

III. A black box may not have an interface.

- a. I & II only
- b. I & III only
- c. II & III only
- d. II only

59. Information systems are \_\_\_\_\_ systems.

I. Open

II. Relatively closed

III. Probabilistic

IV. Artificial

- a. I & II only
- b. II & III only
- c. III & IV only
- d. I only

60. \_\_\_\_\_ is a measure of the relative cost of producing output.



- a. Equifinality
- b. Efficiency
- c. Effectiveness
- d. Standard operating procedures
- e. Workflow management

61. Losing the connections and interdependence between subsystems so that they can operate in the short run with some measure of independence is known as

- a. separation
- b. simplification
- c. decoupling
- d. standardization
- e. decentralization

62. An improved information or communication system may

- I. decrease the opportunity for tight coupling
  - II. reduce the need for decoupling mechanisms
  - III. increase the need for decoupling mechanisms
- a. I & II only
  - b. I & III only
  - c. II & III only
  - d. III only

63. The technical approach to Information Systems focuses on problems of

- I. Information Systems implementation.
  - II. Development of models for management practice.
  - III. The political impact and use of Information Systems.
- a. I & II only
  - b. II & III only
  - c. I & III only
  - d. I only

64. With virtual organizations,

I. Networks are used to link suppliers, customers and even competitors.

II. One company can take advantage of the capabilities of another company without actually physically linking to that company.

III. Management may have fewer levels, with lower-level employees being given greater decision-making authority.

- a. I & II only
- b. I & III only
- c. II & III only
- d. I only
- e. II only

65. \_\_\_\_\_ models are used to describe the interaction of external influences, especially threats and opportunities that affect an organization's strategy and ability to compete.

- A. Value chain
- B. Competitive forces
- C. Supply chain
- D. Product differentiation
- E. Focused differentiation

66. According to the value chain model, which of the following activities are considered support activities?

- I. Procurement
- II. Service
- III. Human resource
- a. I & II only
- b. I & III only
- c. II & III only
- d. I only
- e. II only

67. According to Porter's competitive forces model, which of these are considered competitive strategies that can be used to deal with competitive forces?

I. Focused differentiation

II. Product differentiation

III. Value chain analysis

a. I & II only

b. I & III only

c. II & III only

d. I only

e. II only