INFORMATION SYSTEMS

CHAPTER 1

1. The part of the outside world with which the system interacts can be termed as…….
    a) Environment
    b) Boundary
    c) Requirement
    d) Inputs
    e) Outputs
    Ans: a) Environment

2. The feature which define and delineate a system therefore forms its ….
    a) Environment
    b) Boundary
    c) Outputs
    d) Inputs
    e) Requirements
    Ans: b) Boundary

3. The interconnections and interactions between subsystems are termed as ….
    a) Transformation process
    b) System's specification
    c) Interfaces
    d) Boundaries
    e) None of the above
    Ans: c) Interfaces

4. The basic components that interacts in an expert system are….
    I. Hardware
    II. Software
    III. Data

IV. Network
V. People
VI. Languages

a) I, II, III, IV, V
b) I, III & VI
c) I, II, III & V
d) I, II & III
e) I, III & V

Ans: a) I, II, III, IV, V

5. The level of detail with which you study a given subsystem is called the ……
    a) Granularity
    b) Interconnections
    c) Components
    d) Research
    e) None of the above

    Ans: a) Granularity

6. It is termed as the coarsest description of a system. Which means it just describes the inputs and outputs but makes no attempt at understanding what actually goes inside the system. What system's view is this?
    a) Black box view
    b) White box view
    c) Green box view
    d) Grey view
    e) None of the above

    Ans: a) Black box

7. ……. Is the mechanism whereby special control signals or, when coming from outside the system, control inputs, modify the process and activities which occur within the system.
    a) Feedback loop
    b) Lag
    c) Controller
    d) Function
    e) Goals

    Ans: c) Control

8. The 'round trip' of using output signals and using them to modify input signals is called a
    a) Feedback loop
    b) Feedback control

c) Control inputs
d) Lag
e) None of the above
Ans: a) Feedback Loop

9. The whole process of 'round trip' of using output signals and using them to modify input signals is called
    a) Feedback Loop
    b) Feedback control
    c) Control inputs
    d) Lag
    e) Control Signals
    Ans: b) Feedback Control

10. There is always a slight delay before the output can be "interpreted", the consequent control changes are effected and the system behavior is adjusted. This delay is called the time ……
    a) Feedback
    b) Control
    c) Lag
    d) Control Inputs
    e) None of the above
    Ans: c) Lag

11. If a system behavior needs to be altered (reversed) in order for its outputs to move closer to the desired state, then we have a ……..
    a) Negative feedback loop
    b) Positive feedback loop
    c) Neutral feedback loop
    d) Black box
    e) None of the above
    Ans: Negative Feedback loop

12. If the feedback loop reinforces the current behavior of the system, it is termed as a……
    a) Negative feedback loop
    b) Positive feedback loop

c) Granularity
d) White box
e) Control Signals

Ans: b) Positive feedback loop

13. The study of how systems can be controlled, with a particular focus on automatic or self-controlling systems is called….
    a) Looping
    b) Feedbacks
    c) Cybernetics
    d) Lag
    e) None of the above

    Ans: c) Cybernetics

14. A system in which it next stage of its operation can be predicted and the interaction among its part is known with certainty is known as…
    a) Probabilistic
    b) Deterministic
    c) Static
    d) Dynamic
    e) Closed

    Ans: b) Deterministic

15. A type of system where inputs and outputs can be varied by extremely small amounts or quantities is termed as….
    a) Continuous
    b) Dynamic
    c) Deterministic
    d) Discrete
    e) Static

    Ans: a) Continuous

16. A system where the inputs or outputs can take on only certain discrete or distinct values is known as….
    a) Superfluous
    b) Deterministic
    c) Static
    d) Discrete
    e) None of the above

    Ans: Discrete
17. A traffic light is a discrete system
    a) True
    b) False

Ans: a) True; because its three lights (green, red, yellow) are either on or off and it remain discrete even if we extend the number of light signals.

18. What system is a mercury-based thermometer?
    a) Discrete
    b) Deterministic
    c) Continuous
    d) Static
    e) Dynamic

    Ans: c) Continuous; A mercury-based thermometer, like many physical systems, is a continuous system as the level of mercury rises or falls gradually along with imperceptible fluctuations in the environment's temperature.

19. The perspective from which claims that many aspects of a system can be understood only in terms of its entirety, and not necessarily be reduced to the characteristics of its components, is called
    a) Structure
    b) Architecture
    c) Holism
    d) Individualism
    e) Reductionism

    Ans: c) Holism

20. The opposite of Holism is ……
    a) Reductionism
    b) Aggregation
    c) Individualism
    d) Structure
    e) None of the Above

    Ans: a) Reductionism

21. The general principle in decomposition which assumes that the system objectives dictate the process is known as

a) Emergent properties
b) Generalization
c) Functional cohesion
d) Holism
e) Aggregation
Ans: c) Functional cohesion

22. Organizations tend to measure and control efficiency than effectiveness.
    a) True
    b) False
    Ans: a) True; This is because efficiency measurement tends to be easier to obtain and more precise in formulation.

CHAPTER 2

23. Formal rules for accomplishing tasks that have been developed over a long time and provide sets of rules that guide employees in variety of procedures, from writing invoices to responding to complaining customers are termed as……
    a) Organizational skills
    b) Standard Operating Procedures
    c) Training
    d) Education
    e) None of the above
    Ans: b) Standard Operating Procedures

24. ……. Comprises of engineers, architects, or scientists. They design products or services and create new knowledge in the organization.
    a) Data Workers
    b) Cleaners
    c) Knowledge Workers
    d) Miners
    e) Clerks
    Ans: c) Knowledge workers

25. ……. Process the organization's paper works.
    a) Knowledge workers
    b) Data Workers
    c) Engineers
    d) Planners
    e) Cleaners
    Ans: b) Data Workers

26. …… managers make long-range strategic decisions about products or services to produce.
    a) Senior
    b) Middle
    c) Operational
    d) Line
    e) None of the above
    Ans: a) Senior managers

27. ……..managers carry out programs and plans of senior management.
    a) Operational
    b) Line
    c) Middle
    d) Senior
    e) None of the above
    Ans: c) Middle managers

28. …….. managers are responsible for monitoring the firm's daily activities.
    a) Operational
    b) Line
    c) Middle
    d) Senior
    e) None of the above
    Ans: a) Operational managers

CHAPTER 3

29. …… support operational managers by keeping track of the elementary activities and transactions of the organization, such as sales, receipts, cash deposit, payroll, credit decisions, and the flow of materials in factories
    a) Operational level systems
    b) Knowledge level Systems
    c) Management level systems
    d) Strategic level systems
    e) None of the above
    Ans: a) Operational level systems

30. …… support knowledge and data workers in an organization. Their purpose is to help the business firm integrate new knowledge into the business and to help the organization control the flow of paper work.
    a) Operational level systems
    b) Knowledge level systems
    c) Management level systems
    d) Strategic level systems
    e) None of the above

    Ans: b) Knowledge level systems

31. …… are designed to serve the monitoring, controlling, decision-making and administrative activities of middle managers.
    a) Operational level systems
    b) Knowledge level systems
    c) Management level systems
    d) Strategic level systems
    e) None of the above

    Ans: c) Management Level Systems

32. Which of these management ask this principal question, “Are things working well?”
    a) Knowledge
    b) Operational
    c) Strategic
    d) Management
    e) All the above

    Ans: d) Management

33. ……. help senior managers tackle and address issues and long-term trend, both in the firm and external environment. Their principal concern is matching changes in the external environment with the existing organizational capabilities.
    a) Management level systems
    b) Strategic level systems
    c) Knowledge level systems
    d) Management level systems
    e) None of the above

    Ans: b) Strategic level systems

34. What will employment levels be in five years? What are the long–term industry costs trends, and where does our firm fit in? What products should we be making in five years? Which of these management level asks these questions?
    a) Management level systems
    b) Strategic level systems
    c) Knowledge level systems
    d) Management level systems
    e) All of the above

    Ans: b) Strategic level

35. What are the major types of systems which serve the various organizational levels?
    I. Executive Support System
    II. Decision Support System
    III. Management Information System
    IV. Knowledge Work System
    V. Office Automation System
    VI. Transaction Processing System

    a) I, II, IV & v only
    b) I, III, IV, V & VI only
    c) I, II, III, IV, V, VI
    d) I, III, V & VI only
    e) I, II & III only

    Ans: c) I, II, III, IV, V, VI

36. …… system support top management at the strategic level in tackling issues and long-term trends both in the organization and externally. Again it helps management at the strategic level to match changes in the external environment with the existing organizational capabilities.
    a) Executive Support System (ESS)
    b) Decision Support System (DSS)
    c) Management Information System (MIS)
    d) Knowledge Work System (KWS)
    e) Transaction Processing System (TPS)

    Ans: a) Executive Support System (ESS)

37. …….. System(s) support the management level (middle management) to serve monitoring, controlling, decision-making and administrative activities of the organization.

I. Executive Support System
II. Decision Support System
III. Management Information System
IV. Office Automation System
V. Transaction Processing System

a) I only
b) II & II only
c) II & IV only
d) I, II & V only
e) IV only

Ans: b) II & III only; Management Information System and Decision Support System

38. …….. systems support the knowledge level workers.
a) Knowledge Work System & Office Automation System
b) Management Information System & Decision Support System
c) Knowledge Work System & Decision Support System
d) Transaction Processing Systems & Office Automation System
e) Executive Support System & Decision Support System

Ans: c) Knowledge Work System & Office Automation System

39. …… system support activities at the operation level.
a) Decision Support
b) Knowledge Work
c) Transaction Processing
d) Management Information
e) None of the above

Ans: c) Transaction Processing System (TPS)

40. …….. help managers to make decisions that are semi-structured, unique and rapidly changing, and not easily specified in advance.
a) Decision Support System
b) Knowledge Work System
c) Transaction Processing System
d) Management Information System
e) None of the above

Ans: a) Decision Support System

41. …… system supports senior managers to make decisions and are used to address unstructured decisions and create generalized computing and communications environment rather than providing any fixed applications or specific capability.
    a) Executive Support System
    b) Decision Support System
    c) Office Automation System
    d) Transaction Processing system
    e) None of the above

    Ans: a) Executive Support System

42. ……. enables managers and analysts to interactively examine and manipulate large amounts of detailed data and also consolidate data from different perspectives. This involves analyzing complex relationships among thousands or even millions of data items stored in data marts, data warehouses, and other multidimensional databases to discover patterns, trends and exceptions in conditions.
    a) Transaction Processing system (TPS)
    b) Online Analytic Processing (OLAP)
    c) Office Automation System (OAS)
    d) Knowledge Work System (KWS)
    e) None of the above

    Ans: b) Online Analytic Processing (OLAP)

43. Online Analytic Processing (OLAP) involves several basic analytical operations including,
    I. Consolidation
    II. Documentation
    III. Drill-down
    IV. Slicing
    V. Dicing

    a) I, II, & III only
    b) I, II, III, & V only
    c) I, III, IV & V only
    d) I & II only
    e) All the above

    Ans: c) I, III, IV & V only

44. …… involves aggregation of data. This can involve simple roll-ups or complex grouping involving interrelated data.

    a) Consolidation
    b) Slicing
    c) Dicing
    d) Drill-down
    e) Documentation

    Ans: a) Consolidation

45. …….. can go in reverse direction and automatically display detailed data that comprise consolidated data.
    a) Slicing
    b) Consolidation
    c) Drill-down
    d) Dicing
    e) None of the above

    Ans: c) Drill-down

46. …….. assist management decision making by combining data, sophisticated analytical models, and user-friendly software in a single powerful system that can support semi-structured or unstructured decision making.
    a) Decision Support System
    b) Office Automation System
    c) Executive Support System
    d) Knowledge Work System
    e) Management Information System

    Ans: a) Decision Support System

47. The basic components of decision support system are

    I. Data
    II. A model base
    III. Premises
    IV. DSS software system

    a) I, II & III only
    b) I & III only
    c) I only
    d) I, II & IV only
    e) None of the above

    Ans: d) I, II & IV only

48. ……. is a collection of mathematical and analytical models that can easily be made directly accessible to the DSS user.
    a) A model base
    b) Data
    c) DSS software system
    d) Information
    e) None of the above

    Ans: a) A model base

49. ……. is an interactive computer-based system to facilitate the solution of unstructured problems by set of decision makers working together as group.
    a) Decision Support system
    b) Group Decision support system
    c) Management information system
    d) Executive support system
    e) Knowledge Work system

    Ans: b) Group Decision Support system

50. All these are issues that have led to the development of Group Decision Support Systems except...
    a) Improved pre-planning
    b) Increased participation
    c) Open, collaborative meeting atmosphere
    d) Ease of making money
    e) None of the above

    Ans: d) Ease of making money

51. What are the three basic elements of GDSS?
    a) Hardware, Software, People
    b) Hardware, Firmware, Operating System
    c) Specification, Design, Implementation
    d) Monitors, PDA's, Printers
    e) Finance, Labor, Premises

    Ans: a) Hardware, Software, People

52. Specific GDSS tools include the following except
    a) Electronic questionnaires
    b) Electronic brainstorming tools
    c) Idea Organizers
    d) Policy formation tools
    e) None of the above

    Ans: e) None of the above

53. ……. Is a collaborative GDSS that uses information technology to make group meetings more productive by facilitating communication as well as decision making.
    a) Electronic Meeting System (EMS)
    b) Decision Support System (DSS)
    c) Online Analytical Processing (OLAP)
    d) Management Information System (MIS)
    e) None of the above

    Ans: a) Electronic Meeting System (EMS)

54. …… is the process of systematically and actively managing and leveraging the stores of knowledge in an organization.
    a) Decision taking
    b) Knowledge Management
    c) Policy analysis
    d) Stock taking
    e) None of the above

    Ans b) Knowledge Management

55. ……. can be defined as any application of information technology that tends to increase productivity of information workers in the office.
    a) Knowledge Management System
    b) Office Automation System
    c) Transaction Processing System
    d) Artificial Intelligence
    e) None of the above

    Ans: b) Office Automation system

56. …… automates the creation and revision of designs, using computer and sophisticated development tools.
    a) Computer-Aided Design (CAD)
    b) Virtual Reality (VR)
    c) Document Imaging System (DIS)
    d) Touch pal
    e) All the above

    Ans: a) Computer-Aided Design

57. …… have visualization, rendering and simulation capabilities that go far beyond those of conventional CAD systems.
    a) Touch pal
    b) Virtual Reality
    c) Computer-Aided Design
    d) Document Imaging System
    e) None of the above

    Ans: b) Virtual Reality

58. In neural networks …….. acts like a switch simulating other neurons and being simulated in turn.
    a) Nucleus
    b) Axons and Dendrites
    c) Soma or Nerve Cell
    d) Synapse
    e) None of the above

    Ans: c) Soma or Nerve cell

59. They are electrically active link to the dendrites and other neurons. They are actually the “wires” that electrically connect neurons to one another. What are they?
    a) Axons and Dendrites
    b) Nucleus
    c) Synapse
    d) Nerve cell
    e) Soma

    Ans: a) Axons and Dendrites

60. What is the junction of the Axons and Dendrites called?
    a) Nerve cell
    b) Synapse
    c) Soma
    d) Nucleus
    e) None of the above

    Ans: b) Synapse

61. …….. involves developing mechanical or computer devices that can paint cars, make precision welds, and perform other tasks that require a high degree of precision or are tedious or hazardous for human beings.
    a) Machine learning
    b) Vision Systems
    c) Natural Language processing
    d) Robotics
    e) Fuzzy logic

    Ans: d) Robotics

62. …… include hardware and software that permit computers to capture, store and manipulate visual images and pictures.
    a) Machine Learning
    b) Fuzzy Logic
    c) Robotics
    d) Natural Language Processing
    e) Vision system

    Ans: e) Vision system

63. …… consists of variety of concepts and techniques for representing and inferring knowledge that is imprecise, uncertain, or unreliable.
    a) Vision System
    b) Fuzzy Logic
    c) Robotics
    d) Machine Learning
    e) None of the above

    Ans: b) Fuzzy Logic

64. …….. refer to a variety of problem-solving techniques that are conceptually based on method that living organizations use to adapt to their environment. They are programmed to work the way populations solve problems – by changing and reorganizing their component parts using processes such as reproduction, mutation, and natural selection.
    a) Robotics
    b) Machine Learning
    c) Generic algorithms
    d) Vision System
    e) Biotechnology

    Ans: c) Generic algorithms