RAJARATA UNIVERSITY OF SRI LANKA
FACULTY OF APPLIED SCIENCES

B.Sc. (General) Degree in Information and Communication Technology
Second Year - Semester II Examination – February/March 2019

ICT 2207 – Management Information Systems

Time: Two (2) hours

INSTRUCTIONS TO CANDIDATES

- This paper consists of three (03) sections A, B and C on 10 pages including this page.
- Section A contains thirty (30) multiple choice questions. Answer ALL questions in section A on the detachable answer sheet provided at the end of the paper.
- Section B contains two (02) structured questions. Answer ALL questions in section B.
- Section C contains two (02) essay questions, answer only ONE (01) question.
- Detach the answer sheet for section A from the paper, write your index number and attach it to the answer scripts of section B and C.
- Sections should be clearly labeled, and the question numbers of Section B and C should be clearly indicated.
- This is a closed book examination.
- Mobile phones of any other communication devices are not permitted.
- Clearly state the assumptions you make. If you have any doubts regarding the interpretations of the wording of a question, make your own decision, but clearly state on the answer.

SECTION A

Multiple Choice Questions

This section contains thirty (30) questions.
Answer ALL questions on the answer sheet provided at the end of this paper.
All questions carry equal marks.

Select only ONE answer for each question.   (30x1 Marks)

1. _____ is an organized portfolio of formal systems for obtaining, processing and delivering information in support of the business operations and management of an organization.
   a. MIS
   b. DSS
   c. MRS
   d. None of the above

2. What is a formal social unit devoted to the attainment of specific goals?
   a. Management
   b. Decision support system
   c. Organization
   d. a and c

3. Processing of information can be _____.
   a. Costly
   b. Valuable
   c. CPU intensive
   d. All of the above

4. Diagnosis of information needs can occur at the individual, managerial or organization levels.
   a. True
   b. False

5. Which one of the following does not include in the six strategic business objectives?
   a. Survival
   b. Operational excellence
   c. Profit maximization
   d. Improved decision making

6. When did the mass production of computers start after UNIVAC 1 was delivered?
   a. 1954
   b. 1951
   c. 1947
   d. 1953

7. Executive managers establish the overall direction of an organization by setting its strategy and policies.
   a. True
   b. False

8. Which one of the following can occur at the individual, group, organized or extra organized level?
   a. Scheduling
   b. Organizing
   c. Planning
   d. All of the above

9. Which one of the following is the correct statement?
   a. Human and computers are similar in their ability to filter and save information.
   b. Accounting is the process of recording, classifying and summarizing the financial activities of an organization.
   c. Tactical plans may NOT focus on decisions staffing, advertising and pricing.
   d. None of the above

10. What is the term used for the strategy which seeks to achieve competitive advantages by allowing the business unit to make profit than its competitors?
    a. Focus
    b. Cost leadership
    c. Information leadership
    d. b and c

11. EMS stands for?
    a. Enterprise management system
    b. Executive management system
    c. Enterprise media standards
    d. Executive media standards

12. A _____ process in any area of the business organization performs basic steps such as receive input, measure, analyze, document, perform, process, record/store, access, produce and communicate.

    a. Valuable

    b. Re-engineering

    c. Decision making

    d. Business

13. What is the process of identifying a problem, developing alternative solutions and choosing the best solution and implementing it?

    a. Re-engineering

    b. Value preposition

    c. Business

    d. Decision making

14. Formal sources provide information in a less structured way.

    a. True

    b. False

15. A) At the highest level, managers are concerned with supervising the conduct of day-to-day activities.

    B) At the lowest level, managers are concerned with setting long term goals and directions for the organization.

    a. Both are true

    b. Both are false

    c. A – true, B – false

    d. A – false, B – true

16. Which one of the following refers to taking actions that direct and motivate employees to accomplish personal and organizational goals?

    a. Leading

    b. Motivating

    c. Controlling

    d. a and b

17. Who are the four main actors of a Management Information System?
    a. Suppliers of hardware and software, Business firms, Managers and Employees, Government
    b. Government, Business firms, Managers and Employees, Audit firms
    c. Suppliers of hardware and software, Business firms, Managers and Employees, Firm's environment
    d. Pressure groups, Business firms, Managers and Employees, Government

18. Which one of the following is a major application in Enterprise Applications?
    a. Knowledge management systems
    b. Decision support systems
    c. Business intelligence systems
    d. Transaction processing systems

19. Which one of the following is a feature of organizations?
    a. Adherence to principle of efficiency
    b. Use of hierarchical structure
    c. Routines and business processes
    d. All of the above

20. Which one of the following is NOT a moral dimension of the information age?
    a. Organizational structure
    b. Quality of life
    c. Accountability and control
    d. Information rights and obligations

21. _____ connects geographically remote computers into a single network to combine processing power and create viral super computer.
    a. Green computing
    b. Grid computing
    c. Cloud computing
    d. Autonomic computing

22. What is data redundancy?
    a. Presence of duplicate data in a single file
    b. Same attribute has different values
    c. When changes in program requires changes to data accesses by program
    d. Presence of duplicate data in multiple files

23. Which of the following is NOT a basic operation used in Relational DBMS?
    a. Project
    b. Select
    c. Tuple
    d. Join

24. What is a rogue software program that attaches itself to other software programs or data files in order to be executed?
    a. Viruses
    b. Worms
    c. Trojan horses
    d. Spy ware

25. What is the most famous web search engine and what percentage it takes over others?
    a. Google, >70%
    b. Google, <70%
    c. Yahoo, >70%
    d. Yahoo, <70%

26. _____ uses tiny tags with embedded microchips containing data about an item and its location.
    a. Radio frequency identification
    b. Wireless sensor networks
    c. Bluetooth technology
    d. None of the above

27. What is an effect of information density?
    a. Greater cost transparency
    b. Greater price transparency
    c. Enables merchants to engage in price discrimination
    d. All of the above

28. Which one of the following best describes Push-based supply chain model?
    a. Customer orders trigger events in supply chain
    b. Schedules based on best guesses of demand
    c. Information and material flow sequentially from company to company
    d. Information flows in many directions simultaneously among member of a supply chain network

29. A) First movers are inventors of disruptive technologies.
    B) Fast followers are consumers who follow up the disruptive technology.
    a. Both are true
    b. Both are false
    c. A – true, B – false
    d. A – false, B – true

30. Which one of the following is NOT a generic strategy for dealing with competitive forces?
    a. Focus on market niche
    b. Strengthen government relationships
    c. Low-cost leadership
    d. Product differentiation

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SECTION B

Structured Questions

This section contains three (03) questions. Answer ALL questions. Each question carries a total of 20 marks.

1.

    a. What is meant by Business Process? Give two examples. (4 marks)

    b. What are the 6 strategic business objectives? (6 marks)

    c. Briefly explain how an organization can achieve "Improved Decision Making" as a Strategic Business Objective. Use an example. (4 marks)

    d. What are the advantages and disadvantages of using mobile handheld devices for an organization? (6 marks)

2.

    a. What is meant by Complementary assets? Give two examples. (4 marks)

    b. Compare and contrast Transaction processing Systems with Decision Support Systems. (5 marks)

    c. To explain how information systems impact economy of an organization we can use two theories. Name them and briefly explain one. (6 marks)

    d. List down 5 components of IT infrastructure. (5 marks)

SECTION C

Essay Questions

Answer ONE (1) question.

a. Explain the following terms
    i. Grid computing
    ii. Virtualization
    iii. Cloud computing
    iv. Green computing

(8 marks)

b. Explain how web search engines work using an example.

(6 marks)

c. Describe the capabilities and value of a database management system.

(8 marks)

d. To explain Enterprise applications, four major applications are used. Name them and discuss the functions of two of them. (8 marks)

(Total 30 marks)

a. Price transparency, cost transparency and price discrimination are three important features in e-commerce. Explain these terms using suitable examples.

(12 marks)

b. Information systems raise new ethical questions because they create opportunities for intense social change, rights, obligations, etc. Mention four key technology trends that raise ethical issues and explain them.

(10 marks)

c. Client server computing and packet switching are two key networking technologies. Explain them.

(8 marks)

(Total 30 marks)

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