



**Model Answer**

**Mid-Term Examination**

**Second Semester: 2023 – 2024**

<b>Program: Computer Science</b>	<b>Course: Information Systems</b>	<b>Course Code: MT465</b>
<b>Level: 4</b>	<b>Instructor: Dr. Riham Moharam</b>	<b>Date: 4-4-2024</b>
<b>Total Pages: 4</b>	<b>Total Marks: 15</b>	<b>Time Allowed: 1 Hour.</b>

**Question 1: Choose the correct answer (0.5 mark for each sentence). [10 Marks]**

- An ..... is a set of processes and procedures that transform data into information and knowledge.**
  - Information system**
  - Knowledge system
  - Database system
  - Computer system
- ..... is the process of defining the current problem, determining why a new system is needed, identifying the objectives of the proposed system.**
  - System Analysis
  - System investigation**
  - System design
  - System development
- ..... is the production of useful information, usually in the form of documents and reports.**
  - Input
  - Processing
  - Output**
  - Feedback
- Which of the following is not a major element of artificial intelligence?**
  - Robotics
  - Learning systems
  - Expert systems
  - Transaction processing systems**
- ..... can assist companies with collecting data on customers, and manage all aspects of customer encounters?**



- a. SCM
  - b. CRM**
  - c. MIS
  - d. KMS
- 6. A team working together in geographically dispersed areas typically using Internet technologies to communicate is using a..... organizational structure.**
- a. Traditional
  - b. Team
  - c. Project
  - d. Virtual**
- 7. .... is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision.**
- a. Information
  - b. Data
  - c. Knowledge**
  - d. Database
- 8. .... is a measure of the extent to which a system achieves its goals.**
- a. Efficiency
  - b. Feedback
  - c. Effectiveness**
  - d. Performance
- 9. .... give the computer the ability to make suggestions and function like an expert in a particular field.**
- a. Decision support system
  - b. Knowledge management system
  - c. Management information system
  - d. Expert system**
- 10. Buying a cinema ticket on a mobile phone is an example of what?**
- a. B2B e-commerce
  - b. M-commerce**
  - c. C2C e-commerce
  - d. Decision making
- 11. A system is a set of elements that interact to accomplish goals and have inputs, processing mechanisms, output and.....**
- a. Information
  - b. Data



- c. Feedback
- d. Knowledge
12. Contacting outside professional services refers to.....
- a. Reengineering
- b. Outsourcing
- c. On-demand computing
- d. Downsizing
13. .... systems typically provide standard reports generated with data and information from the ..... system.
- a. TPS, ERP
- b. MIS, TPS
- c. MIS, DSS
- d. TPS, MIS
14. A network based on web technologies that is available to employees and a few selected partners is usually called .....
- a. Internet
- b. Intranet
- c. LAN
- d. Extranet
15. The three levels of decision making in a firm are the strategic, tactical and .....
- a. Transactional
- b. Operational
- c. Executive
- d. Middle
16. A computer based information system is needed because.....
- a. The size of organization have become large and data is massive
- b. Timely decisions are to be taken based on available data
- c. Both of them
- d. None of them
17. Data by itself is not useful unless.....
- a. It is massive
- b. It is processed to obtain information
- c. It is collected from diverse sources
- d. It is properly stated
18. MIS is normally found in .....sector.
- a. Education



- b. Manufacturing
  - c. Service
  - d. Marketing
19. ....is capable of taking decisions on its own.
- a. MIS
  - b. IoT
  - c. AI
  - d. TSP
20. ....employs the IS department's equipment and personnel to help the organization attain its goals.
- a. CIO
  - b. DBA
  - c. LAN administrator
  - d. None of them

### Question 2:

Briefly describe the differences among transaction processing systems, management information systems, and enterprise resource planning systems.

[5 Marks]

### Answer:

**Transaction processing systems (TPS):** An organized collection of people, procedures, software, databases, and devices used to record completed for business related exchanges.

**Management information systems (MIS):** An organized collection of people, procedures, software, databases, and devices used to provide routine information to managers and decision makers.

**Enterprise resource planning (ERP) systems:** A set of integrated programs that manages the vital business operations for an entire multisite, global organization.

- The End of the Exam –

Best of Luck to You!

Riham Moharam