**IS622 SEMESTER 2**

**Chapter 1: Operational Systems**

1. What type of processing method waits until several transactions are accumulated before entering them into the computer system?
2. batch processing
3. Electronic Data Processing
4. Mechanical Data Processing
5. Manual Data Processing

Answer: A

Level: Average

1. What type of processing method processes transactions as they occur?
2. Mechanical Data Processing
3. Manual Data Processing
4. batch processing
5. online transaction processing (OLTP)

ANSWER: D

Level: Easy

1. Data \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ involves checking data for validity and completeness.
2. Editing
3. Organizing
4. Data cleaning
5. Data processing

ANSWER: Editing

Level: Average

1. Data \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the process of performing calculations and other data transformations related to business transactions.
2. manipulation
3. Editing
4. Modelling
5. Processing

ANSWER: A

Level: Easy

1. What is the process of updating one or more databases with new transactions called?
2. manipulation
3. Editing
4. Processing
5. data storage

ANSWER: D

Level: Easy

1. . In which system are items that need to be ordered identified, quantities to be ordered determined, and the qualified supplier with whom to place the order identified?
2. purchase order processing system
3. Shipment execution
4. Shipment planning
5. Sales configuration

ANSWER: A

Level: Advanced

1. Which system is responsible for reviewing customer order information and ensuring that the configuration will meet the customer’s needs?
2. sales configuration system
3. order processing system
4. Accounting Systems
5. Traditional Transaction Processing Applications

ANSWER: A

Level: Advanced

1. What are the most efficient and effective ways to complete a business process called?
2. best practices
3. Business processing
4. processing applications
5. Business fixing

ANSWER: A ‘

Level: Average

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ plan takes demand and current inventory levels into account and determines the specific product items that need to be produced and when to meet the forecast future demand.
2. Accounting
3. sales and operations
4. Financial
5. Budget

ANSWER: B

Level: Easy

10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the set of activities that must be performed to capture a customer sales order.

1. Sales ordering
2. sales and operations
3. Sales management
4. Sales counting

ANSWER: A

Level: Easy

**Chapter 2**

**Management Information and Decision Support Systems**

1. ERP stands for.

A. Enterprise resource planning

B. Endeavour resource planning

C. Engage resource planning

D. None of the above

ANSWER. A

Level: Easy

1. Systems that allow an organization to conduct business are  .

A. System processing software

B. Transaction processing systems

C. Online processing systems

D. business processing system

ANSWER. B

Level: Average

1. OLTP is  .

A. None of the above

B. Offline transaction processing

C. Online transaction processing

D. On transaction processing

ANSWER. C

Level: Easy

1. RFID can be used to the data necessary for transaction processing.

A. Check and correct

B. Manipulate

C. All of the above

D. Collect or input

ANSWER.B

Level: Advanced

1. The process of performing calculations and other data transformations is.

A. Data manipulation

B. Data redundancy

C. Data calculations

D. Data validation

ANSWER. A

Level: Average

1. Buying a book on a smartphone is an example of.

A. C-commerce

B. M-commerce

C. E-commerce

D. D-commerce

ANSWER. B

Level: Easy

1. Systems use to improve interaction between a government and its citizens form.

A. G-government

B. B-government

C. E-government

D. C-government

ANSWER. C

Level: Average

1. CRM stands for .

A. Computer relationship management

B. Chromerelationship management

C. Code relationship management

D. Customer relationship management

ANSWER. D

Level: Average

1. A wholesaler selling to a high street shop via the Internet is an example of.

A. B2B commerce

B. C2B commerce

C. B2C commerce

D. C2C commerce

ANSWER. A

Level: Average

1. When you sell an old textbook on Amazon to another student you are taking part in  commerce.

A. B2C

B. C2C

C. B2B

D. C2B

ANSWER. B

Level: Average

1. What type of processing method processes transactions as they occur?
2. online transaction processing (OLTP)
3. transaction processing systems
4. telecommunications
5. Enterprise resource planning

ANSWER: A

Level: Easy

12. What type of processing method waits until a number of transactions are accumulated before entering them into the computer system?

1. batch processing
2. Data collection
3. Data Correction
4. Data Manipulation

ANSWER : A

Level: Average

**CHAPTER 3**

**KNOWLEDGE MANAGEMENT AND SPECIALIZED INFORMATION SYSTEMS**

1. All systems demonstrate characteristics of

A. Assistance

B. Intelligence

C. Understanding

D. Knowledge

ANSWER. B

Level: Easy

1. Two branches of Al are and

A. Virtual Reality Applications & Interphase Design

B. Expert systems, robotics, vision systems, natural language processing systems, learning systems or neural networks

C. Help Desk & Data manipulation

D. Primary KEY & Secondary Key

ANSWER. B

Level: Advanced

1. Research into robots that are the size of a grain of rice is called.

A. Mircorobotics

B. Robotics

C. Bio Engineering

D. Micro Engineering

ANSWER. A

Level: Advanced

1. Systems like google research on a smartphone that allow users to give voice input are examples of

A. Forward Chaining

B. Commands

C. Natural Language processing

D. Backward Chaining

ANSWER. C

Level: Average

1. The component of an expert system that stores relevant data and rules is the

A. User Interphase

B. Explanation Facility

C. System Base

D. Knowledge Base

ANSWER. D

Level: Average

1. An application for an expert system is

A. For Example Credit Granting, Picking Stocks, identifying cheats and designing factories

B. Genetic Algorithm

C. Voice Recognition

D. Language Processing

ANSWER. A

Level: Average

1. HMD stands for

A. HyperText Mounted Display

B. High Mounted Display

C. Head Mounted Display

D. Hardware Mounted Display

ANSWER. C

Level: Easy

1. A program that solves a problem by evolving new solutions repeatedly is a

A. Database Software

B. TELNET

C. Open source software

D. Genetic Algorithm

ANSWER. D

Level: Average

1. A program that attempts to stimulate a human brain is

A. Brainstorming

B. Neural Network

C. Artificial Intelligence

D. Mounting

ANSWER. B

Level: Easy

1. A system that attempts to approximate the way a person feels

A. Learning Systems

B. Prototyping

C. Explanation facility

D. Perspective

ANSWER. D

Level: Average

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ knowledge is objective and can be measured and documented in reports, papers, and rules.
2. software
3. Explicit
4. Management
5. Computer

ANSWER: B

Level: Average

1. What are people who create, use, and disseminate knowledge called?
2. knowledge workers
3. system expects
4. System workers
5. Developers

ANSWER: A

Level: Average

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a top-level executive who helps the organization work with a KMS to create, store, and use knowledge to achieve organizational goals.
2. Chief knowledge officer (CKO)
3. Chief executive officer
4. Chief of staff
5. High level officer

ANSWER: A

Level: Advanced

4. What are secretaries, administrative assistants, bookkeepers, and similar data-entry personnel involved in a KMS called?

1. knowledge workers
2. system expects
3. System workers
4. data workers

ANSWER: D

Level: Easy