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SCHOOL OF ACCOUNTING AND BUSINESS
BSc. (APPLIED ACCOUNTING) GENERAL / SPECIAL DEGREE
PROGRAMME

YEAR II SEMESTER I (Intake II/III – Group A)
END SEMESTER EXAMINATION – JANUARY 2016

ICT 20230 Business Information Systems

Date : 27th January 2016
Time : 9.00 a.m. – 12.00 p.m.
Duration : Three (03) hours

Instructions to Candidates:

- This is an **open book test**. You can refer to any printed note.
- Using electronic devices are **prohibited**.
- The paper has two (02) parts (Part I & II).
Part I – Answer all the questions in the separate sheet given.
Part II – Answer **any three** questions
- Answers should be written neatly and legibly.

PART I

Answer **ALL** Questions.

Underline the most appropriate answer.

1. Management Information Systems (MIS)
 - A. create and share documents that support day-today office activities
 - B. process business transactions (e.g., time cards, payments, orders, etc.)
 - C. capture and reproduce the knowledge of an expert problem solver
 - D. use the transaction data to produce information needed by managers to run the business
 - E. none of the above

2. Which of the following is not a technology driver for an information system?
 - A. enterprise applications
 - B. object technologies
 - C. knowledge asset management
 - D. collaborative technologies
 - E. networks and the Internet

3. Which of the following is not a class of information system applications?
 - A. database management system
 - B. decision support system
 - C. expert system
 - D. management information system
 - E. office automation system

4. Examples of keyless interfaces include:
 - A. bar coding, OCR, pen, and voice recognition
 - B. mouse, OCR, pen, and voice recognition
 - C. keyboard, OCR, pen, and voice recognition
 - D. all of the above
 - E. none of the above

5. Project Management ensures that
 - A. project's risk is assessed
 - B. project's feasibility is assessed
 - C. system is developed at minimum cost
 - D. both A and B
 - E. none of the above

6. From a project management perspective, a project is considered a success if
 - A. the system is delivered on time
 - B. the system is developed within budget
 - C. the system is acceptable to the customer
 - D. the system is developed using either product-driven or model-driven methodology
 - E. all of the above

7. Which one is NOT a common fact-finding technique?
 - A. prototyping
 - B. interviews
 - C. research and site visits
 - D. sampling of existing documents, forms, databases
 - E. reverse engineering

8. Which one is NOT an example of a tangible benefit?
 - A. reduced expenses
 - B. increased throughput
 - C. increased sales
 - D. better decision making
 - E. reduced credit losses

9. What kind of feasibility asks how well the proposed system satisfies the identified system requirements?
 - A. technical feasibility
 - B. schedule feasibility
 - C. strategic feasibility
 - D. economic feasibility
 - E. none of the above

10. To which category of costs does the software license payments belong?
- A. fixed
 - B. variable
 - C. operational
 - D. technical
 - E. prorated overhead
11. Which of the following is(are) the task(s) of the Systems Conversion phase?
- A. prepare conversion plan
 - B. train users
 - C. convert to new system
 - D. build and test networks
 - E. none of the above
12. The term used to describe people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is
- A. information worker
 - B. internal system user
 - C. systems owner
 - D. external system user
 - E. systems builder
13. Which one of the following is not a business driver for an information system?
- A. business process redesign
 - B. knowledge asset management
 - C. proliferation of networks and the Internet
 - D. security and privacy
 - E. collaboration and partnership

14. Which of the following is not a technology driver for an information system?
- A. enterprise applications
 - B. object technologies
 - C. knowledge asset management
 - D. collaborative technologies
 - E. networks and the Internet
15. Decision makers who are concerned with tactical (short-term) operational problems and decision making are
- A. middle managers
 - B. executive managers
 - C. supervisors
 - D. mobile managers
 - E. none of the above
16. Which of the following is not a class of information system applications?
- A. database management system
 - B. decision support system
 - C. expert system
 - D. management information system
 - E. office automation system
17. A specification of how the user moves from window to window, interacting with the application programs to perform useful work is called:
- A. interface specifications
 - B. software specifications
 - C. user dialog
 - D. prototyping specifications
 - E. navigation specification

18. Which one is NOT a phase of the systems development life cycle?
- A. problem analysis
 - B. scope definition
 - C. requirements analysis
 - D. post-implementation review
 - E. decision analysis
19. Which of the following phases is unique to the commercial application package implementation strategy as opposed to the rapid application development strategy
- A. problem analysis
 - B. construction and testing
 - C. scope definition
 - D. requirements analysis
 - E. business process design
20. Which is not a typical business function?
- A. Sales
 - B. Service
 - C. Manufacturing
 - D. Accounting
 - E. Benefits and Compensation

(Total 40 Marks)

Part II

Answer **any three (03)** questions

Question No. 01

- a. How do Customer Relationship Management Systems enable an organization in the service industry, to gain competitive advantage?

(05 Marks)

- b. How do the value chain and value web models help businesses identify opportunities for strategic information system applications?

(05 Marks)

- c. “The availability of Internet and networking technology have inspired strategies that take advantage of firms’ abilities to create networks or network with each other”. Describe how an organization can use network-based strategies to reach their strategic objectives.

(10 Marks)

(Total 20 Marks)

Question No. 02

- a. “ERP is a good solution for the inherited problems of Functional Information Systems”. Explain the above statement.

(05 Marks)

- b. Name and explain the threats that can cause problems to Information Systems?

(05 Marks)

- c. Explain how do Information Systems cater different Managerial Levels and their decision making process of an organization.

(10 Marks)

(Total 20 Marks)

Question No. 03

- a. What is the relationship between e-commerce and e-business? Explain with suitable examples.

(05 Marks)

- b. Explain the terms B2B, B2C and C2C e-commerce types with examples.

(05 Marks)

- c. What are the commonly used payment modes in e-commerce?

(10 Marks)

(Total 20 Marks)

Question No. 04

- a. Name and explain four (04) internet services with suitable examples.

(10 Marks)

- b. What do you mean by the term knowledge? Why knowledge is important to an organization? What is the role of a Knowledge Management System (KMS) in an organization?

(10 Marks)

(Total 20 Marks)

Question No. 05

Describe **five (05)** terms from following topics.

- a. Big Data analysis
- b. Crowdsourcing
- c. Information Security and Privacy
- d. Market space
- e. Biological Computing
- f. Nano technology

(Total 20 Marks)