BMGT 2055 - Business Information Systems

This paper contains two parts, part I and part II

Time: 03 hours
Exam No.: ...........................................

Instructions

I. Answer all the questions in part I and part II. Part I contains 32 questions and part II contains 2 questions.

II. Mark the correct answers for the questions from 1 to 26 in part I by drawing a circle encompassing the number given to the answer selected.

III. Use a separate answering book given to you for part II.

IV. Do not take this question paper out of the examination hall. Tie the paper to the answering book for part II.

V. Provide answers for part I in this paper itself and do not use additional papers for part I.

VI. Answers for part I written in other papers except this question paper will not be marked.

VII. You can use other papers given by the examination staff only for rough work if required.

VIII. Write answers for the questions from 27 to 32 in the given space indicated by dotted lines.
Part I

1 Which of the following is correct regarding a system of Automated Teller Machines (ATM) installed by a certain Bank
   I. A central database is used connecting each ATM together online
   II. Separate databases located at each of the branches are used to connect ATMs of the branch
   III. Databases are not used for this system
   IV. None of the above

2 Use of information systems results in:
   I. time saving, fewer queues, increased service charges
   II. time wasting, no queues, increase of service charges
   III. time saving, fewer queues, increasing of processing time
   IV. time saving, shorter or no queues, reasonable service charges

3 Which is the most appropriate way as to keep a computer free of virus
   I. Use of anti virus software and update them regularly
   II. Not to open emails from unknown senders if antivirus software is not used
   III. use passwords and disconnect the Internet whenever you finish work
   IV. Format the hard disk at least 6 months time

4 Which of the following statement is correct?
   I. Order processing system is an example for management information system in accounting and finance
   II. A time and attendance system is an office automation system
   III. A 5 year sales forecasting system is an example for executive support system in sales and marketing field
   IV. Annual budgeting system is a knowledge work system

5 Which of the following is a function of human resource information system?
   I. Recording of time and attendance
   II. Employee record keeping
   III. Payroll
   IV. All of the above

6 An acceptable payment method in e-commerce:
   I. Cheques
   II. Cash
   III. An electronic money order
   IV. None of the above

7 An electronic system that can be used to enter, process, and store, data and generate reports is a
   I. Personal computer.
   II. Notebook computer.
   III. Mainframe computer
   IV. All of the above
8. When businesses move data and information through a communications medium, it is called:
   I. inter-connectivity
   II. networking
   III. data communication
   IV. communications network

9. E-commerce or trading online has several benefits, which include:
   I. eliminates the need to travel
   II. cost-effectiveness
   III. save time
   IV. all of the above

10. Which type of information system produces reports on a regular basis in a predetermined format?
    I. Transaction processing system
    II. Management information system
    III. Decision-support system
    IV. Executive support system

11. Which type of information system is most often used for analyzing data?
    I. Transaction processing system
    II. Management information system
    III. Decision-support system
    IV. Executive support system

12. Which is the following electronic payment system extends the functionality of credit cards so they can be used for online shopping payments.
    i. Digital wallets
    ii. Digital credit cards
    iii. Debt cards
    iv. Digital cash

13. Identify the electronic payment system that was specifically developed for making purchases of less than $10 (or approximately Rs 1000.00).
    I. Smart cards
    II. Digital cash
    III. Digital checking accounts
    IV. Micropayments

14. All of the following are malware
    i. worms
    ii. Trojan horses
    iii. viruses
    iv. Spoofing

15. The term used to describe a terrorist attack on a computer information system is called:
    I. computer terrorism
    II. cyber terrorism
    III. Internet terrorism
    IV. network terrorism
16 A computer virus:
   I. is a hidden program.
   II. enters a computer without the owners knowledge
   III. can alter how a computer operates
   IV. can modify data or computer programs
   V. all of the above

17 Intranets are internal networks built with the same tools and communication standards as the Internet, and are used for the internal distribution of information to employees.
   I. True    II. False

18 Transaction processing systems are designed primarily to analyze data and provide periodic reports to middle managers
   I. True    II. False

19 Much of the input for management information systems comes from transaction processing systems (TPS).
   i. True    ii. False

20 Transaction processing systems (TPS) generally are flexible and have tremendous analytical capabilities.
   I. True    II. False

21 Information density in e-commerce markets make prices and costs less transparent.
   I. True    II. False

22 In general, cost of producing the original first unit of a digital good is relatively low.
   I. True    II. False

23 A portal is a "supersite" that provides a comprehensive entry point for a huge array of resources and services on the Internet.
   I. True    II. False

24 Stored value payment systems enable consumers to make instant online payments to merchants and other individuals based on value stored in a digital account.
   I. True    II. False

25 Encryption protects a document from virus attack.
   I. True    II. False

26 Although not readily visible to the average user, data that has been deleted from computer storage media can be recovered.
   I. True    II. False

   (Marks 26 x 2 = 52)

27 Explain why computer virus are created. Provide three reasons.
   I. ..........................
   II. ..........................
   III. ..........................
28 Sales and marketing is one of the four major functional areas of a business. State the other three main functional areas of a business.
   I. ............................................
   II. ...........................................
   III. ...........................................

29 There are four levels in an organization where information systems are applied. Strategic level is said to be one of such levels. State the other three levels.
   I. ............................................
   II. ............................................
   III. ............................................

30 State the three major steps in performing an e-commerce transaction
   i. ............................................
   ii. .............................................
   iii. ...........................................

31 Fill the following table giving suitable examples for relevant information systems

<table>
<thead>
<tr>
<th>Type of the System</th>
<th>Manufacturing</th>
<th>Human Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

32 State the meaning of following abbreviations in the context of Business Information Systems. Example: - OS – Office Systems

   I. TPS ..................................................
   II. DSS ................................................
   III. MIS ...............................................  

(Marks 6 x 3 = 18)
(Total marks for Part I :- 52 + 18 = 70)

Part II

(01) Describe different management levels of an organization and explain what type of information systems function in those management levels.  
(Marks 15)

(02) Write short notes for any three (03) of the followings;
   (i) Advantages of e-commerce
   (ii) Electronic payment systems
   (iii) Protecting computers from security threats
   (iv) Different e-commerce models

(Marks 15)
(Total marks for Part II :- 15 + 15 = 30)