University of Kelaniya - Sri Lanka
Centre for Open and Distance Learning

Bachelor of Business Management (General) Degree
Second Examination (External) - 2007

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 require

    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 ecommerce transaction

  i............................. ii.............................

  iii.............................

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

Type of the System	Manufacturing	Human Resource
TPS		
DSS		
MIS		

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)