



University of Kelaniya – Sri Lanka

External Examinations Branch

Faculty of Commerce & Management Studies

**Bachelor of Business Management (General) Degree Second Examination
(External) – 2010
January 2012**

BMGT E 2055 – Business Information Systems

Time: 03 Hours

This question paper comprises of three (03) parts - Part I, II and III.

Instructions

- i) Answer all questions in Parts I, II and III.
- ii) Part I consists of 15 Multiple Choice Questions. Each question carries 02 Marks. Total Marks for Part I is 30 Marks.
- iii) Part II consists of 10 questions. Marks for each question of this section are stated underneath the question. Total Marks for Part II is 20.
- iv) Part III comprises of 02 questions carrying 25 Marks each. Answer both questions and you get 50 Marks for Part III.
- v) It is compulsory to write answers for the questions in Part I and II in the question paper itself and it should be attached to the answer booklet containing answers for Part III.
- vi) Part I and II of the question paper should not be taken out of the Examination Hall.
- vii) Do not use additional paper to write answers for the questions in Parts I and II.

Part I

Answer the questions of this section by underlining the correct answer/answers.

- (01) Which of the following is a main component of a Library Information System?
- a) Library books
 - b) Details of the Library members
 - c) Library stationery
 - d) Reference Library
- (02) Which of the following does not belong to hardware resources of an Information System of a supermarket?
- a) Video cameras fixed to observe the behaviour of customers
 - b) Devices used to perform credit card transactions
 - c) Trolleys used to move goods
 - d) Devices used to read the bar code number of products.
- (03) In an Organization, development of long term production targets and development of plans for future human resource needs are assisted by,
- a) Decision Support Systems
 - b) Supply Chain Management Systems
 - c) Executive Information Systems
 - d) Human Resource Management Information Systems
- (04) Information Systems relevant to the management of a Product Life Cycle belongs to the,
- a) Category of Manufacturing Information Systems.
 - b) Category of Executive Information Systems.
 - c) Category of Supply Chain Management Systems.
 - d) Category of Knowledge Management Systems.
- (05) What is the main payment medium used in transactions performed in Sri Lanka through the Internet?
- a) Paypal Accounts
 - b) Cheques
 - c) Credit Cards
 - d) Digital Wallets

- (06) To which Internet Business Model does the websites such as 'mEntertainment' that provide news, music etc. belong to,
- Online Service Providers.
 - Content Providers.
 - Portals.
 - Virtual Community.
- (07) What are the main factors that have an impact on the popularity of electronic business activities?
- Attempt of lot of organizations to use Intranets
 - Different activities of the present Government
 - Popularity of Information and Communication Technology
 - Globalization.
- (08) The electronic payment system which helps to perform transactions by creating an account in a website in the Internet is referred to as,
- Peer to Peer Payment Systems
 - Stored value payment systems
 - Accumulated balance payment systems
 - Digital Cash
- (09) What is the Internet Business Model which earns income through Advertising and by directing buyers to sellers?
- Information Brokers
 - Online Marketplaces
 - Transaction Brokers
 - Virtual storefronts.
- (10) Systems which provide analytical models or tools for analyzing large quantities of data for Middle Managers, who face semi-structured decision making are known as,
- Decision Support Systems
 - Management Information Systems
 - Executive Support Systems
 - Transaction Processing Systems.
- (11) The Internet shrinks the,
- survival potential of banks in the business.
 - symmetrical relationships between business organizations.

- c) restrictions to access information.
 - d) time and money factors in financing.
- (12) What are the functions of a Human Resource Information System?
- a) Supporting in providing customer service facilities.
 - b) Preparing the Budgets of other Divisions of the organization including the HR Department .
 - c) Evaluating employee performance in the electronic method.
 - d) Forecasting the changes that could happen in employment for a number of years in the future.
- (13) Which of the following Information System would provide reports at regular periods according to a pre-determined model?
- a) Executive Support Systems
 - b) Transaction Processing Systems
 - c) Decision Support Systems
 - d) Management Information Systems
- (14) Identify the correct statement/ statements out of the following.
- a) Crimes related to intellectual property are called computer crimes.
 - b) Preparation of the Debtor/Creditor Statements of an organization is done by Decision Support Systems.
 - c) Hotel Room Reservation Systems belong to the category of Transaction Processing Systems.
 - d) Evaluating performance electronically is not advantageous for organizations.
- (15) Malware does not include,
- a) Worms
 - b) Trojan Horses
 - c) Viruses
 - d) Spoofing

Part II

Write the answers for the questions of this section in the space provided.

(01) Define the term 'Information Technology'.

- a)
- b)
- c)
- d)

(02 Marks)

(02) State three (03) examples for Transaction Processing Systems that could be seen in real world organizations.

- a)
- b)
- c)

(03 Marks)

(03) Name four (04) factors that would cause vulnerabilities for Information Systems.

- a)
- b)
- c)
- d)

(02 Marks)

(04) What are the possible threats that could occur via the Internet to affect the security of an Information System?

- a)
- b)
- c)
- d)

(02 Marks)

(05) What are the three (03) main categories of E-Commerce?

- a)
- b)
- c)

(03 Marks)

(06) What are the two (02) main methods of data processing in a Transaction Processing System?

- a)
- b)

(01 Mark)

(07) Name two (02) reasons for the reluctance of Sri Lankan business entities to introduce Intranets and Extranets.

- a)
- b)

(02 Marks)

(08) State four (04) Enterprise Applications that are used in current day organizations.

- a)
- b)
- c)
- d)

(02 Marks)

(09) What are the two (02) main methods that a computer could involve in a crime?

- a)
- b)

(02 Marks)

(10) What is 'Cyberterrorism'?

- a)
- b)
- c)

(01 Mark)

Part III

Use a separate answer booklet to answer questions in this section.

- (01) a) How do the employees become an internal threat for the security of Information Systems of an organization?
(05 Marks)
- b) Using suitable examples, explain the tools and technologies that could be used to ensure security of Information Systems.
(10 Marks)
- c) "The Internetworked E-Business enterprises are the most suitable model for the busy life style of Sri Lankans."
Critically review the above statement.
(10 Marks)
(Total - 25 Marks)
- (02) a) Explain the different management levels of an organization and discuss how Information Systems support in performing the work of different management levels.
(10 Marks)
- b) Explain the role of Information Systems relevant to different business functions referring to an organization which engages in manufacturing and sales of soap.
(10 Marks)
- c) What are the challenges that an organization will have to face in achieving competitive advantage through Information Systems and Electronic Commerce?
(05 Marks)
(Total - 25 Marks)