

Index Number



University of Kelaniya - Sri Lanka

Centre for Distance and Continuing Education

Faculty of Commerce & Management Studies

Bachelor of Business Management (General) Degree Second Examination (External) – 2014

September - 2017

BMGT E2055 – Business Information System

Time: 03 Hours

Read all the instructions carefully.

- This paper consists of 2 parts
 - Part 1: 35 objective questions, which carry 70 marks.
 - Part 2: subjective questions, which carry 30 marks.
- The answers to part 1 should only be written on the paper itself (any answer written on the answering booklet would be discarded).
- Use the booklet provided by the examination staff to answer the Part 2.
- Answers and the question numbers should be legible.

Part 1

Answer all the questions on the paper itself. Do not write any answers on the answering booklet.
Each answer carries 2 marks.

Binary Questions: State whether the given statements are *True* or *False*.

1. Feedback is output returned to appropriate people or activities in the organization to evaluate output (*True / False*).
2. Information is streams of raw facts representing events occurring in organizations (*True / False*).
3. Information systems can be used to design new products (*True / False*).
4. The Internet cannot transmit sound (*True / False*).

5. Today, some service industries have become inoperable without information systems (*True / False*).
6. There are Different kinds of information systems exist in an organization because there are different organizational interests, specialties, and levels exist (*True / False*).
7. Information systems enhance business processes in one primary way that is, by increasing the efficiency of existing processes (*True / False*).
8. Decision support systems help managers for taking decisions that cannot always be identified in advance (*True / False*).
9. Transaction Processing Systems serve the operational level of the organization (*True / False*).
10. Data on Individuals can be easily assembled from many sources and distributed to many locations by transaction processing systems (*True / False*).
11. By creating more efficient organizations, information systems threaten to eliminate millions of management and clerical jobs (*True / False*).
12. Bus network is the most common networking topology (*True / False*).
13. Computers do not communicate directly using analogue signals (*True / False*).
14. In a star network topology, all communication must pass through a central hub (*True / False*).
15. Traditional analogue telephone service is based on packet switching technology (*True / False*).

MCQ questions. Underline the most appropriate answer.

16. A description of how a company produces, delivers, and sells a product or service to create wealth is called a:
 - (i). business model
 - (ii). business process
 - (iii). operating procedure
 - (iv). all of the above

17. In an information system, which of the following transfers information to the people or groups in an organization who use it:

- (i). input
- (ii). process
- (iii). output
- (iv). none of the above

18. In an Information system, which of the following accepts data from the environment?

- (i). input
- (ii). process
- (iii). output
- (iv). feedback

19. Sets of logically related tasks and behaviours that organizations develop to produce specific business results are called:

- (i). Corporate assets
- (ii). business processes
- (iii). processing
- (iv). none of the above

20. Using an information system to enhance productivity is an example for which of the six strategic business objectives,

- (i). improved decision-making
- (ii). competitive advantage
- (iii). operational excellence
- (iv). customer and supplier intimacy

21. Using an information system to help determine how many products should be distributed to retail outlets is an example for which strategic business objective?

- (i). customer and supplier intimacy
- (ii). improved decision-making
- (iii). survival
- (iv). operational excellence

22. The behavioural approach to information systems tends to focus on:

- (i). system capabilities
- (ii). non-technical solutions
- (iii). formal models
- (iv). all of the above

23. Data from which type of system typically provides information for MIS?

- (i). TPS
- (ii). DSS
- (iii). Both
- (iv). None of the above

24. A payroll system is an example of an application

- (i). finance/accounting TPS system
- (ii). finance/accounting MIS system
- (iii). human resources TPS system
- (iv). marketing information system

25. Applications that are secretly installed in an Internet user's computer enabling unsolicited material to be sent to it are called:

- (i). spyware
- (ii). Web bugs
- (iii). Profilers
- (iv). virus

26. A device that translates signals from digital to analogue and back is called

- (i). modem
- (ii). concentrator
- (iii). multiplexer
- (iv). systems unit

27. The communications standard used to transfer pages on the Webservice is:

- (i). HTTP
- (ii). HTML
- (iii). URLs
- (iv). FTP

28. A plastic card of the size of a credit card that stores digital information is called a:

- (i). Digital wallet
- (ii). Smartcard
- (iii). E-card
- (iv). B- Card

29. The most far-reaching type of IT-induced business change is called:

- (i). Rationalization of procedures
- (ii). Business process reengineering
- (iii). Paradigm shift
- (iv). None of the above

30. Information systems that support the long-range planning activities of senior management are;

- (i). Expert systems
- (ii). Executive systems
- (iii). Operating systems
- (iv). System utilities

Index Number

Short answer questions: Fill in the blanks using the most appropriate term.

31. A computer links two or more computers together to share data and resources.
32. The Internet service that displays information as electronic 'pages' is the.....
33. level managers are responsible for monitoring the firm's daily activities.
34. are the basic business systems that serve the operational level of the organization.
35. Individuals publish personal stories and opinions at informal web sites called.....

(Marks 2 * 35 = 70)

.....(End of Part 1).....

Part 2

Answer any three questions. Each question carries 10 marks.

1. Enterprise Systems provide a better service to the organization than traditional functional information systems. **Explain** this statement.
2. Social media web sites are deep rooted in many societies in the world. **Discuss** the impact of these social media on the lifestyle of people today.
3. A business organization can use internet and its services to achieve various goals. **Name and explain** four (04) internet services that a corporate can use to support their business activities.
4. **Explain** the process of systems development life cycle (SDLC).
5. Computer security is an important component of an Information System. **List down** (05) five security threats to an information system and five (05) remedies available to avoid them.

(Total Marks 10 * 3 = 30)

.....(End of Part 2).....