UNIVERSITY EXAMINATIONS UNIVERSITEITSEKSAMENS

UNISA university of south africa

INF1505 (497626) May/June 2012
RIN150H (476779)

INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

Duration 2 Hours 60 Marks

EXAMINERS
FIRST MS H ABDULLAH
SECOND MRS B CHIMBO

This examination question paper remains the property of the University of South Africa and may not be removed from the examination venue

This paper consists of 41 pages plus instructions for the completion of a mark reading sheet

Please complete the attendance register on the back page, tear off and hand to the invigilator.

INSTRUCTIONS:

1 The paper consists of 60 multiple-choice questions
2 Each question comprises one mark The total out of 60 will be converted to a final mark out of a 100
3 The examination paper is to be answered on the computerised mark-reading sheet
4 Mark-reading sheets will be marked by computer and should therefore be filled in carefully and correctly

Remember
- Use **ONLY** an HB pencil to fill in the mark-reading sheet
- Please **DO NOT** fold or damage your mark-reading sheet A mark-reading sheet that is filled in incorrectly, damaged or filled in with a pen cannot be marked
- For every question, there is only **ONE** correct option

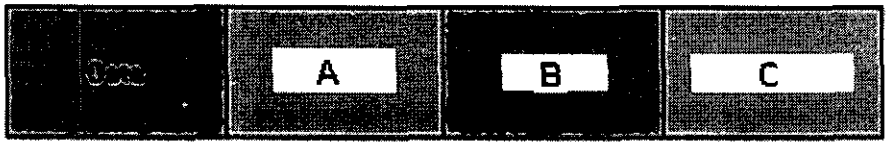
SECTION A: PLEASE FILL IN THE ANSWERS TO THIS SECTION ON THE MARK-READING SHEET.
THIS SECTION MUST BE COMPLETED BY STUDENTS REGISTERED FOR 2012, SEMESTER 1 AND FOR STUDENTS WRITING THE RPL EXAM, RIN150H.

Question 1

Skills in using word processing software are an example of information literacy
1 True
2 False

Question 2

The following diagram depicts the major components of an information system Identify components 'A', 'B' and 'C'



1 database, process, information
2 hardware, networks, operating system
3 software, hardware, process
4 input, output, process

Question 3

The four *M*s of resources are _____
1 management, motivation, manpower, and monitoring
2 materials, money, modeling, and monitoring
3 manpower, machinery, materials, and money
4 manpower, monitoring, movement, and modeling

Question 4

*Focus is one of*_____
1 the goals of a financial information system (FIS)
2 the benefits of a database management system (DBMS)
3 the Five Forces
4 Michael Porter's three strategies

Question 5

The basic input/output system (BIOS) is part of the ____

1 central processing unit (CPU)
2 arithmetic logic unit (ALU)
3 motherboard
4 bus

Question 6

A serial port is a communication interface through which information is transferred one bit at a time

1 True
2 False

Question 7

This function controls data integrity by generating checksums to verify that data hasn't been corrupted or changed

The above statement illustrates the _____function of an operating system

1 job management
2 resource allocation
3. data management
4. communication management

Question 8

*Which one of the following statements regarding application software is **INCORRECT**?*

1 Microsoft Word is an example of word-processing software
2 Using graphic software, you can perform "what if" analysis on data
3 Financial planning software, which is more powerful than spreadsheet software, is capable of performing many types analysis on large amounts of data
4 Computer-aided design (CAD) software is used for drafting and design and has replaced traditional tools, such as T-squares, triangles, paper, and pencils

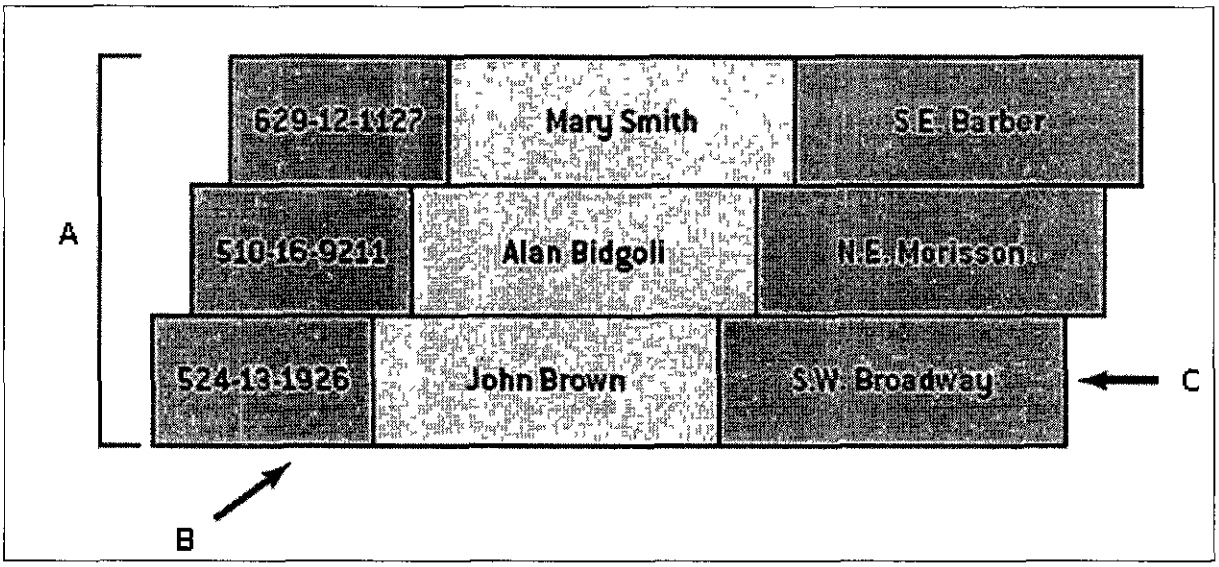
Question 9

Java and C++ are ____ computer languages

1 assembly
2 high-level
3 fourth generation
4 fifth generation

Question 10

The following diagram is a typical illustration of a university database Identify 'A', 'B' and 'C' respectively



1 record, file, field
2 field, primary key, file
3 primary key, record, field
4 file, field, record

Question 11

An index structure has two parts the indexed value and a pointer to the primary key for the record matching the indexed value

1 True
2 False

Question 12

The ____ approach to setting up a distributed database combines fragmentation and replication

1 data-driven
2 allocation
3 join
4 replication

Question 13

Extraction, transformation, and loading (ETL) refer to the ____ used in a data warehouse

1 paths
2 tasks
3 processes
4 access points

Question 14

*From the list below, **HOW MANY** are the features of a data warehouse as contrasted with a database*

- Subject oriented—Data in a data warehouse is focused on a specific area, such as the home improvement business or a university A database is transaction/function oriented
- Integrated—Data in a data warehouse comes from a variety of sources, but in a database, it usually doesn't
- Time variant—Unlike a database, data is categorized in a data warehouse based on time, such as historical information versus recent activity
- Type of data—A data warehouse captures raw transaction data, a database captures aggregated data
- Purpose—A data warehouse is used for analytical purposes, but a database is used for capturing and managing transactions

1 2
2 3
3 4
4 5

Question 15

Keyloggers usually direct e-mail recipients to false Web sites that look like the real thing for the purpose of capturing private information

1 True
2 False

Question 16

To better understand the legal and privacy issues of the Internet and networks, three important concepts should be understood _____, _____, and _____

1 Denial-of-service attacks, identity theft, software piracy
2 e-mail spamming, viruses, Trojan programs
3 industrial espionage, sniffing, spoofing
4 acceptable use policies, accountability, nonrepudiation

Question 17

_____ is registering, selling, or using a domain name to profit from someone else's trademark

1 The digital divide
2 The Unfair Use Doctrine
3 Cybersquatting
4 Cyberbullying

Question 18

Job ____ occurs when skilled labor is eliminated by high technology or when a job is downgraded from a skilled to a semiskilled or unskilled position

1 deskilling
2 reskilling
3 upskilling
4 divide

Question 19

The McCumber cube defines ____ characteristics of information security

1 three
2 six
3 nine
4 twelve

Question 20

Level 1 security involves ____

1 back-end systems
2 corporate networks
3 physical security
4 front-end servers

Question 21

Which statement (s) regarding intentional computer and network threats is (are) ***FALSE****?*

a Viruses can only be transmitted through direct computer-to-computer contact
b A distributed denial-of-service (DDoS) attack involves hundreds or thousands of computers working together to bombard a Web site with thousands of requests for information in a short period
c A worm travels from computer to computer, in a network, but it doesn't usually erase data
d A logic bomb is built-in to a system by its designer

1 only b and c
2 only a and d
3 only a, c and d
4 a, b, c and d

Question 22

Corner bolts are secured to a computer at the power outlet
1 True
2 False

Question 23

You encrypt a message with your private key and use an algorithm that hashes the message and creates a ____
1 private key
2 digital signature
3 plaintext message
4 message digest

Question 24

From the list below, which of the following is (are) ***NOT*** *accurate descriptions of sender and receiver devices*

a An input/output device, or "thin client," is used only for sending or receiving information, it has no processing power
b A smart terminal is an input/output device that can perform certain processing tasks, but it's not a full-featured computer
c An intelligent terminal, a workstation, or a personal computer serves as an input/output device or as a stand-alone system
d A netbook computer is a low-cost, diskless computer used to connect to the Internet or a LAN It runs software off a server and saves data to a server
e Minicomputers, mainframes, and supercomputers can be used as sender and receiver devices
f Many types of recent devices can also be used as senders and receivers, such as smartphones, mobile phones, MP3 players, PDAs, and game consoles

1 only a and d
2 only d, d, e anf f
3 only c
4 neither a, b, c, d, e nor f

Question 25

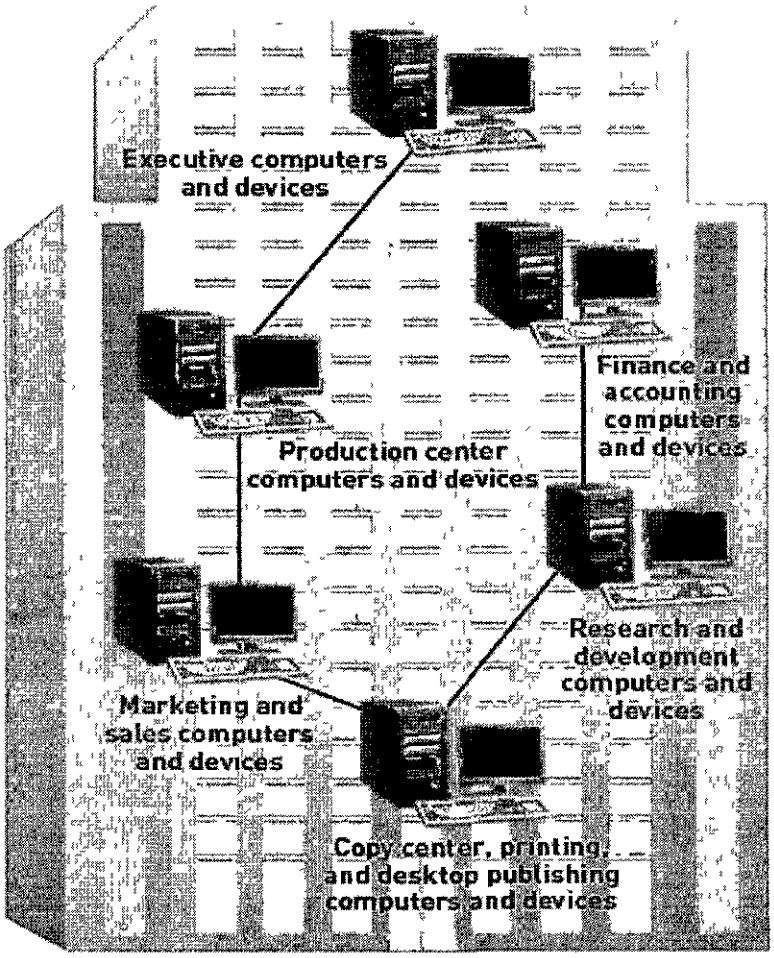
From the list below, how many are ***ADVANTAGES*** *of distributed processing?*

- Accessing unused processing power is possible
- Modular design means computer power can be added or removed, based on need
- Distance and location are limiting
- It is more compatible with organizational growth because workstations can be added easily
- Fault tolerance is improved because of the availability of redundant resources
- Resources, such as high-quality laser printers, can be shared to reduce costs
- Reliability is improved because system failures can be limited to only one site
- The system is more responsive to user needs

1 5
2 7
3 3
4 4

Question 26

The following diagram is a typical illustration of a _____



1 local area network (LAN)
2 wide area network (WAN)
3 metropolitan area network (MAN)
4 personal area network (PAN)

Question 27

A star topology is more effective at handling ____ network traffic
1 continuous and heavy
2 continuous and light
3 heavy but short bursts of
4 repetitive and slow

Question 28

A routing table lists ____
1 nodes on a network
2 the IP address of the router
3 the protocols that each node understands
4 the packets to be sent

Question 29

In the uniform resource locator (URL), http //www csub edu/~hbidgoli/books html, ____ *represents the name of a directory in which files are stored*
1 http
2 www csub edu
3 ~hbidgoli
4 books html

Question 30

Asymmetric digital subscriber line (DSL) has a lower transmission rate upstream than downstream
1 True
2 False

Question 31

A (n) ____ *is a type of Web site that allows users to add, delete, and sometimes modify content*
1 social networking site
2 RSS feed
3 blog
4 wiki

Question 32

____ *is a supporting activity in the value chain*
1 Operations
2 Inbound logistics
3 Technological development
4 Service

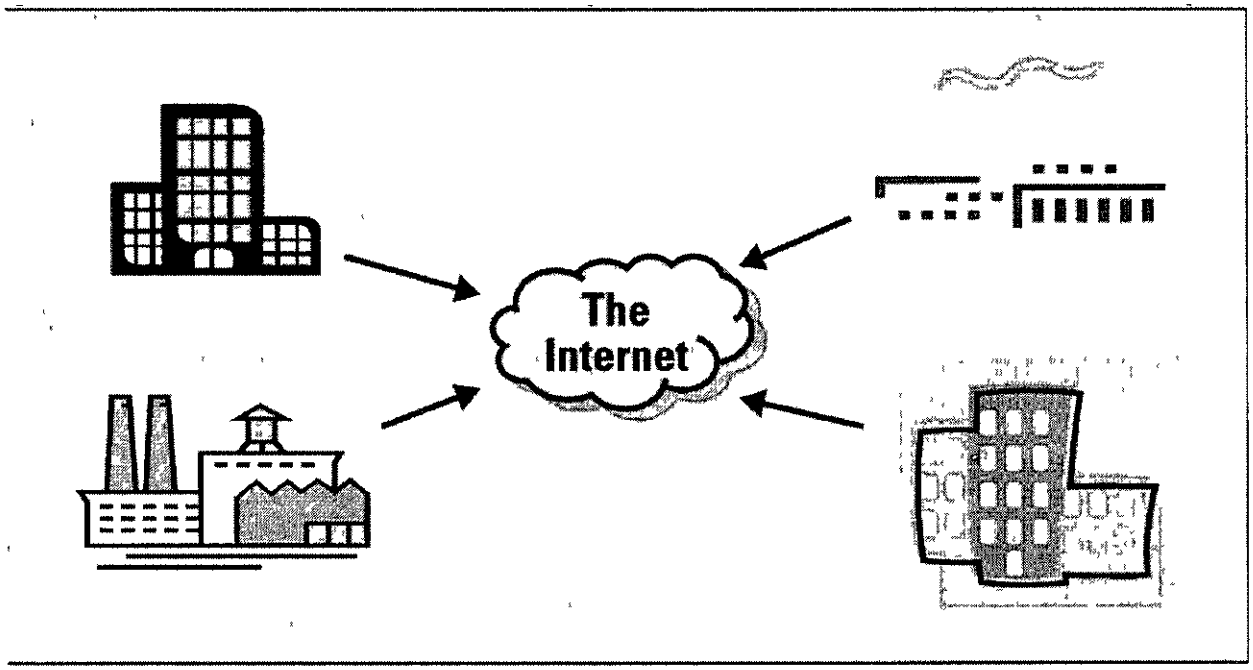
Question 33

Using the ____ model brings sellers and buyers together on the Web and collects commissions on transactions between these parties

1 merchant
2 brokerage
3 advertising
4 mixed

Question 34

Which form of electronic commerce (e-commerce) is depicted in the following diagram?



1 Business-to-business (B2B)
2 Consumer-to-consumer (C2C)
3 Consumer-to-business (C2B)
4 Government-to-citizen (G2C)

Question 35

A ____ market concentrates on a specific function or business and automates this function or process for different industries

1 vertical
2 horizontal
3 two-dimensional
4 targeted

Question 36

With ____ technology, information is sent to users based on their previous inquiries, interests, or specifications

1 pull
2 push
3 intelligent agent
4 search engine optimization (SEO)

Question 37

The end result of the ____ phase should give users and top management a clear view of what the problem is and how the information system will solve the problem

1 prototyping
2 design
3 requirements
4 planning

Question 38

Are there any political repercussions of using the system? is a question that should be considered when assessing ____ feasibility

1 economic
2 technical
3 operational
4 legal

Question 39

In a data flow diagram, data stores (databases, file systems, even file cabinets) are shown as a red square

1 True
2 False

Question 40

The following diagram illustrates the _____conversion technique used when an information system is ready to be converted



1 parallel conversion
2 phased-in-phased-out conversion
3 plunge conversion
4 pilot conversion

Question 41

____ divides a project into smaller functions, and developers can't go on to the next phase until the current phase is finished

1 Extreme programming (XP)
2 Rapid application development (RAD)
3 Joint application development (JAD)
4 Agile methodology

Question 42

Four key decisions in supply chain management for manufacturing are location, cost, inventory, and transportation

1 True
2 False

Question 43

A company can purchase a (n) ____ package that might include services from different vendors, but the e-distributor coordinates them into one package for customers

1 enterprise resource planning (ERP)
2 supply chain management (SCM)
3 maintenance, repair, and operations (MRO)
4 electronic data interchange (EDI)

Question 44

a _____is the process of satisfying customers' needs, building customer relationships, and increasing profits by designing goods and services that meet customers' preferences better It involves not only customers' requests, but also the interaction between customers and the company

b _____, allows customers to modify the standard offering, such as selecting a different home page to be displayed each time you open your Web browser

1 Personalization, Customization
2 Demographics, Profiling
3 Analysis, Personalization
4 Customization, Profiling

Question 45

The ____ component of an ERP system supplies information on production costs and pricing

1 manufacturing
2 supply chain
3 customer relationship management (CRM)
4 e-commerce

Question 46

- Not as well-defined by standard operating procedures
- Include a structured aspect that benefits from information retrieval, analytical models, and information systems technology

The above statements are descriptive of _____decisions

1 structured
2 semistructured
3 unstructured
4 ad-hoc

Question 47

Budget preparation is a _____ management ____ component of an organization

1 tactical, structured
2 strategic management, semistructured
3 operational management, unstructured
4 senior management, unstructured

Question 48

____ are goals and objectives that decision makers establish in order to achieve certain performance

1 Governance rules
2 Mission statements
3 Intangible milestones
4 Criteria

Question 49

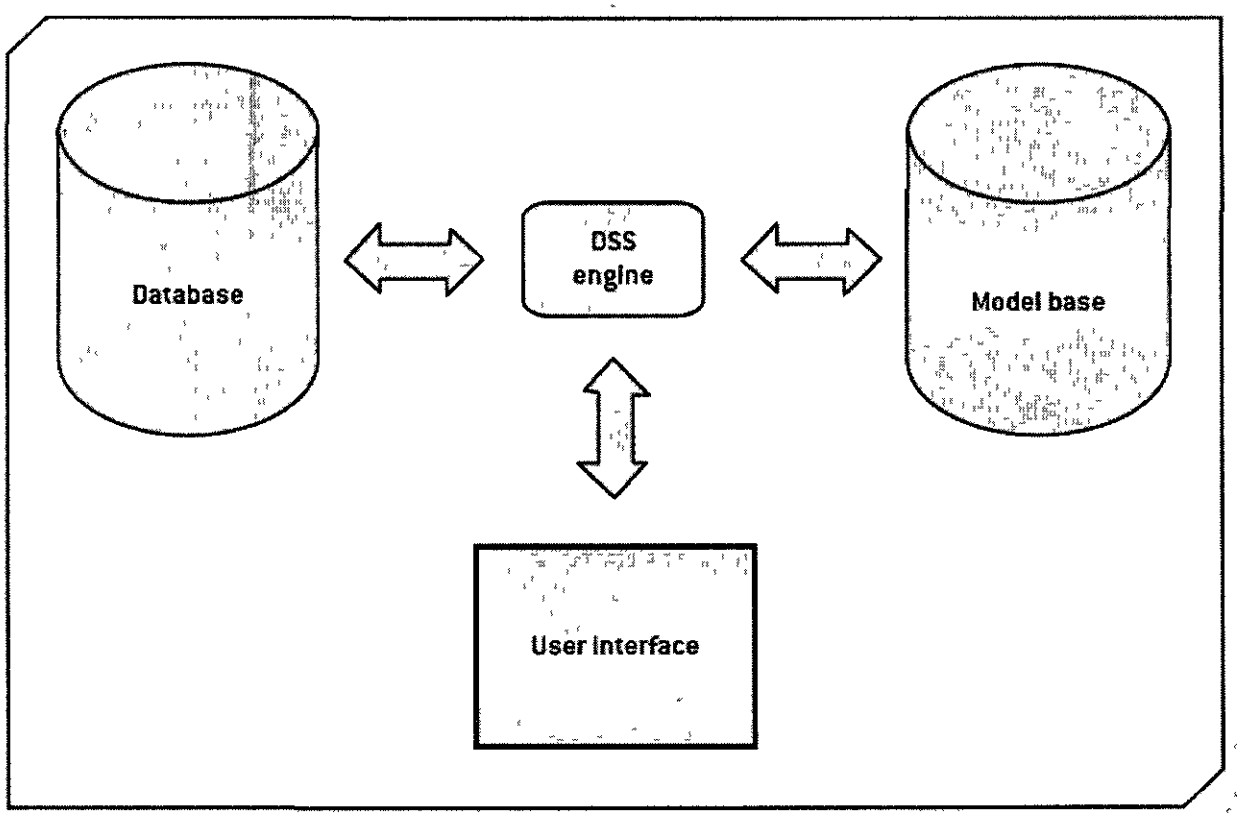
- Best and most effective course of action is chosen (from the practical alternatives)
- Analyze each alternative and its relationship (to the criteria to determine whether it's feasible)
- Decision support system (DSS) can be particularly useful in this phase

The above statements are descriptive of the _____phase of the decision-making process

1 intelligence
2 design
3 decision
4 choice

Question 50

The following diagram illustrates the typical components of an executive information system (EIS)



1 True
2 False

Question 51

The ____ is responsible for specifying data requirements, what models are needed, and how these models might be used
1 managerial designer
2 technical designer
3 model builder
4 end user

Question 52

The ____ component of and EIS is responsible for managing data access
1 administrative
2 builder
3 tracking
4 runtime

Question 53

Digitized maps and ____ oriented databases are two major components of a geographic information system (GIS)

1 relational
2 spatially
3 hierarchical
4 linear

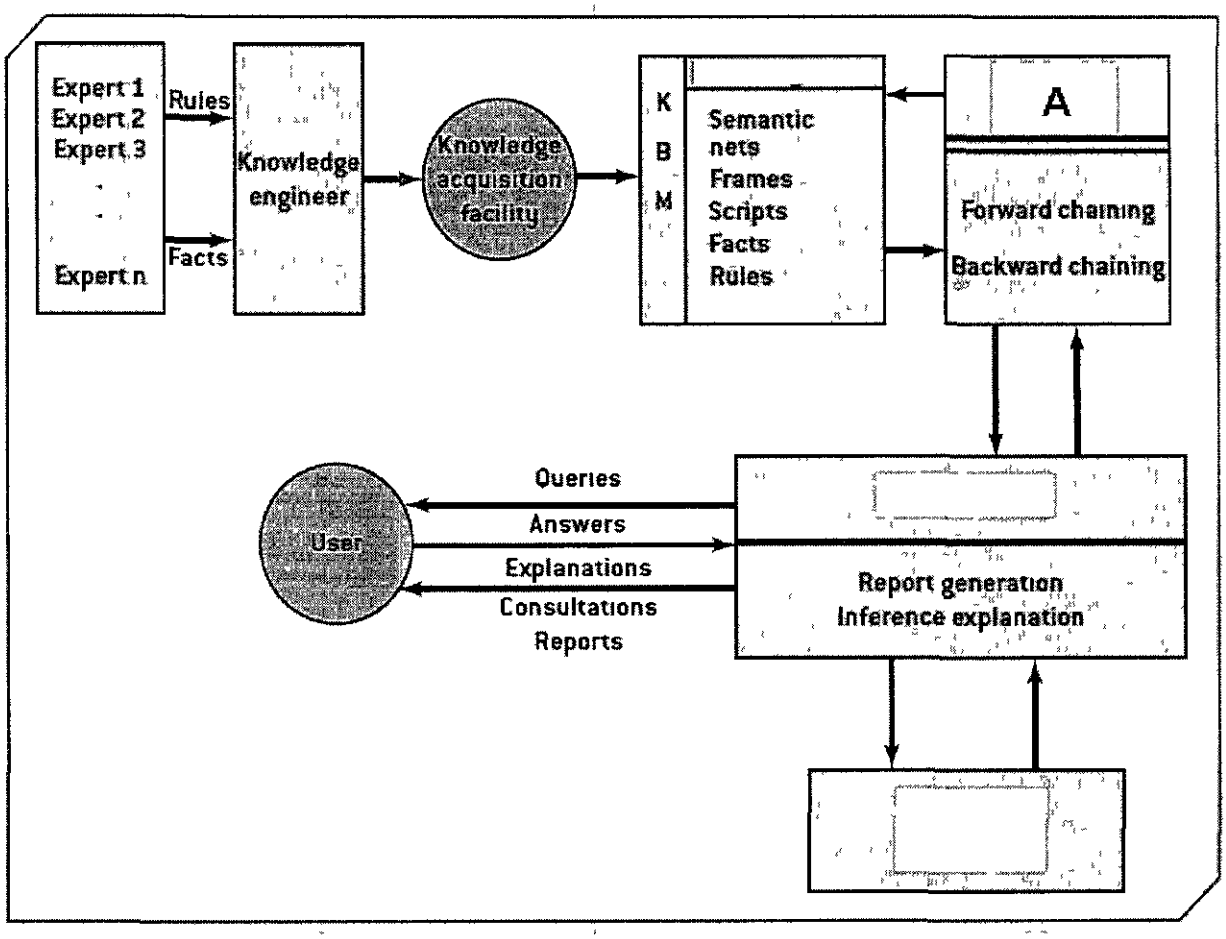
Question 54

An example of ____ analysis involves entering a customer account number and having the system display the customer's current balance

1 cause-and-effect
2 lookup
3 what-is
4 what-if

Question 55

The following diagram illustrates an expert system configuration Identify component 'A'?



1 User interface
2 Explanation facility
3 Inference engine
4 Knowledge base

Question 56

Intelligent agents demonstrate ____, the ability to operate with minimum input
1 adaptability
2 collaborative behavior
3 mobility
4 autonomy

Question 57

Artificial neural networks can supply an explanation for a solution it finds
1 True
2 False

Question 58

- Web server delivers information to users who have signed up for this service
- Supported by many Web browsers
- Also available from vendors
- Delivers content to users automatically at set intervals or when a new event occurs

The above statements are descriptive of _____technology
1 pull
2 push

Question 59

WiMAX is based on the IEEE ____ standard
1 802 11a
2 802 11b
3 802 11n
4 802 16

Question 60

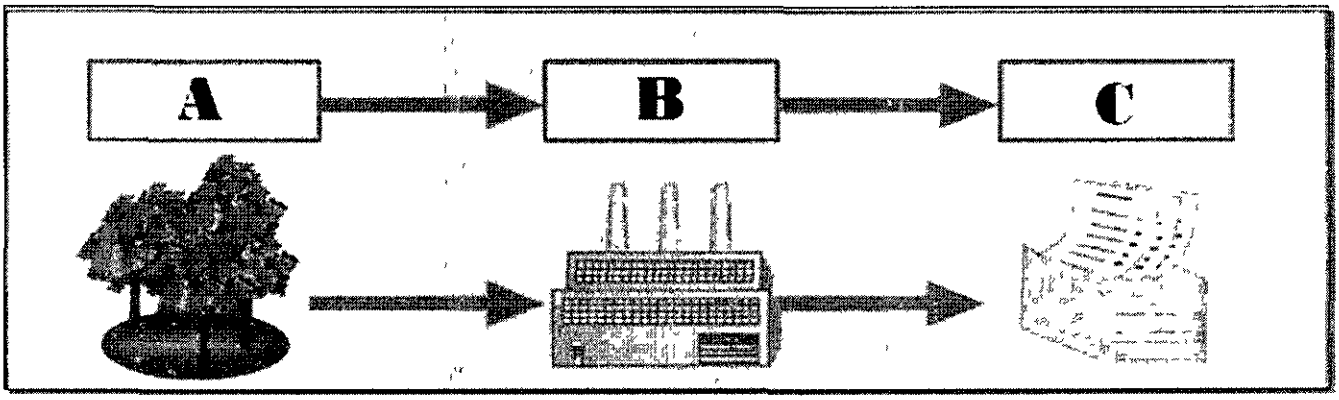
One advantage of grid computing is ____, meaning that if one node on the grid fails, another node can take over
1 improved reliability
2 parallel processing
3 scalability
4 sharing

SECTION B: PLEASE FILL IN THE ANSWERS TO THIS SECTION ON THE MARK-READING SHEET.

THIS SECTION MUST BE COMPLETED BY STUDENTS WRITING THE SUPPLEMENTARY EXAM, I.E STUDENTS OF 2011, SEMESTER 2.

Question 1

The following diagram depicts the components of a system Identify components 'A', 'B' and 'C' respectively



1 processing, output, input
2 input, processing, output
3 feedback, processing, output
4 output, feedback, input

Question 2

At a fast food restaurant, meat and potatoes are considered _____

1 inputs
2 processes
3 outputs
4 feedback

Question 3

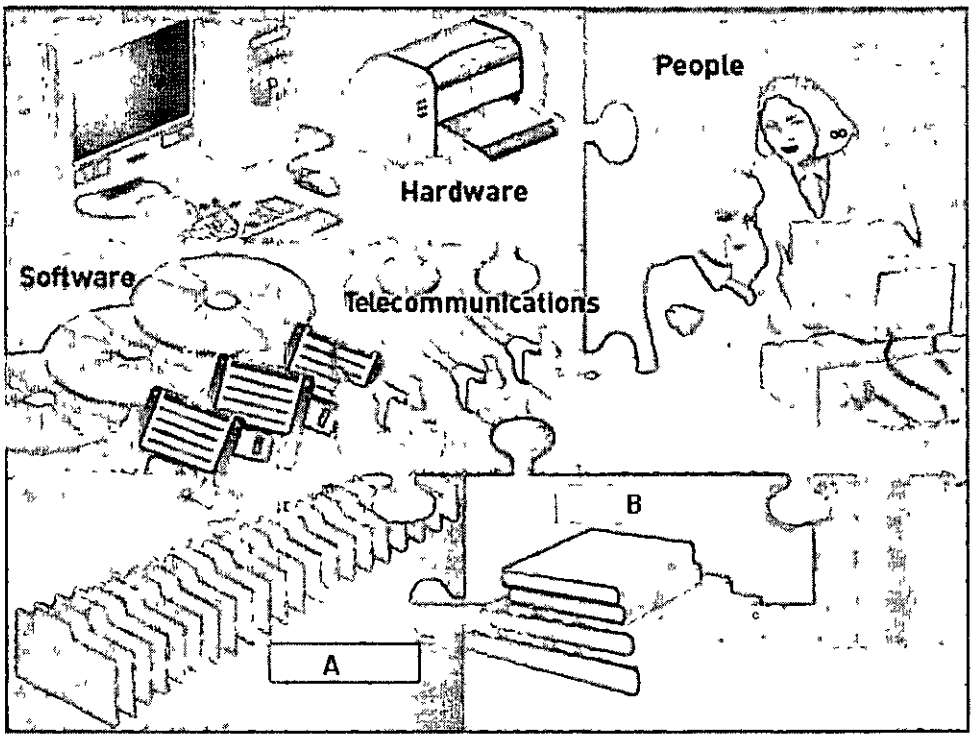
Some new cars and home appliances include computer hardware, software, databases and even telecommunications to control their operations and make them more useful This is often called _____ computing

a embedded
b pervasive
c ubiquitous
d multidimensional

1 only a or b
2 only b, c or d
3 only a, b or c
4 only b or d

Question 4

Study the following diagram Which components of a Computer-Based Information System (CBIS) are denoted by the letters 'A' and 'B' respectively?



1 CPU, books
2 Output device, user manual
3 Filing cabinet, procedures
4 Databases, procedures

Question 5

*Which of the following statements regarding the **DIFFERENCES** between a Management Information System (MIS) and a Decision Support System (DSS) are **CORRRECT**?*

a A MIS is an organized collection of people, procedures, software, databases, and devices used to record completed business transactions
b A DSS is an organized collection of people, procedures, software, databases, and devices used to support problem-specific decision making
c The focus of a DSS is primarily on operational efficiency
d The focus of a MIS is on decision-making effectiveness
e Whereas an MIS helps an organization "do things right", a DSS helps a manager "do the right thing"

1 only a and b
2 only c ,d and e
3 only b and e
4 a, b, c and d

Question 6

Systems analysts and programmers often work in the ____ area of IS departments
1 systems development
2 database management
3 network management
4 operations

Question 7

The series of electronic pulses created by the Central Processing Unit (CPU) at a predetermined rate is called the _____ and this is measured in _____
1 processor speed, bytes (Bs)
2 Arithmetic Logic Unit (ALU) cycle speed, gigahertz (GHz)
3 clock speed, megahertz (MHz)
4 cycle speed, Gigabytes (GBs)

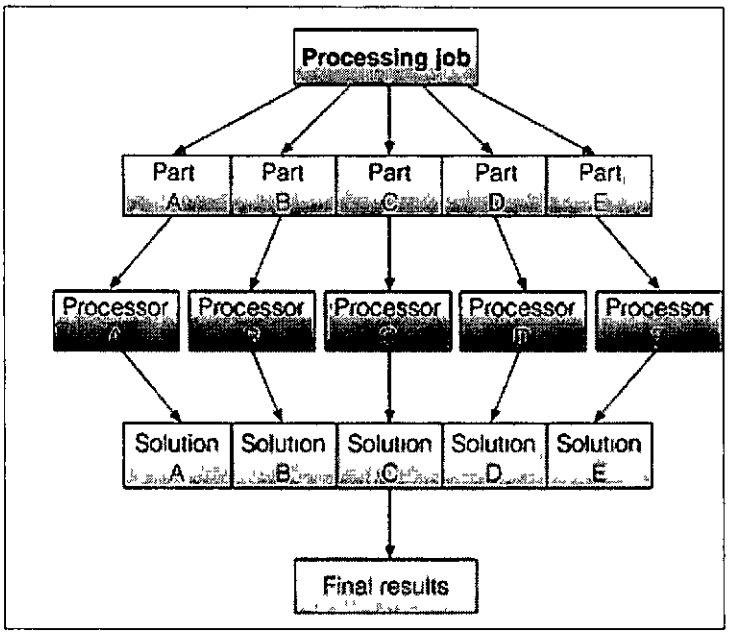
Question 8

*Which one of the following ranges from the **LEAST** to the **MOST** number of bytes?*
1 gigabyte (GB), megabyte (MB), terabyte (TB)
2 kilobyte (KB), MB, GB
3 MB, TB, GB
4 KB, GB, MB

Question 9

Which statement(s) regarding grid computing is (are) ***CORRECT****?*

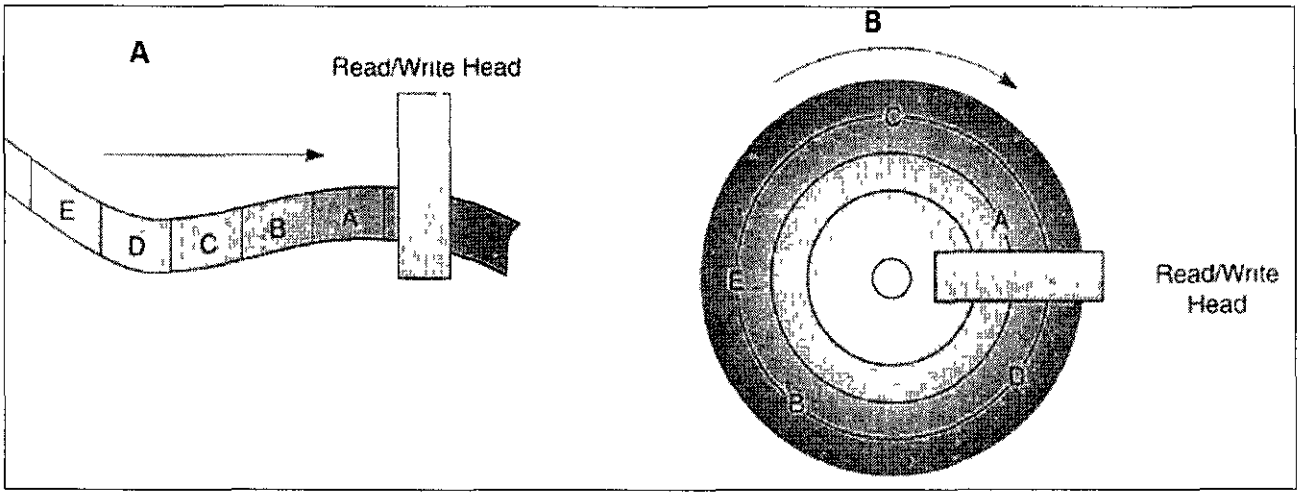
a Grid computing is one low-cost approach to parallel computing
b A central server is the core coordinator in grid computing
c The following diagram depicts grid computing



1 only a
2 only a and b
3 only b and c
4 a, b and c

Question 10

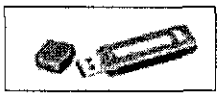
Which forms of direct access are represented by the letters 'A' and 'B' in the following diagram respectively?



1 direct, sequential
2 sequential, linear
3 direct, linear
4 sequential, direct

Question 11

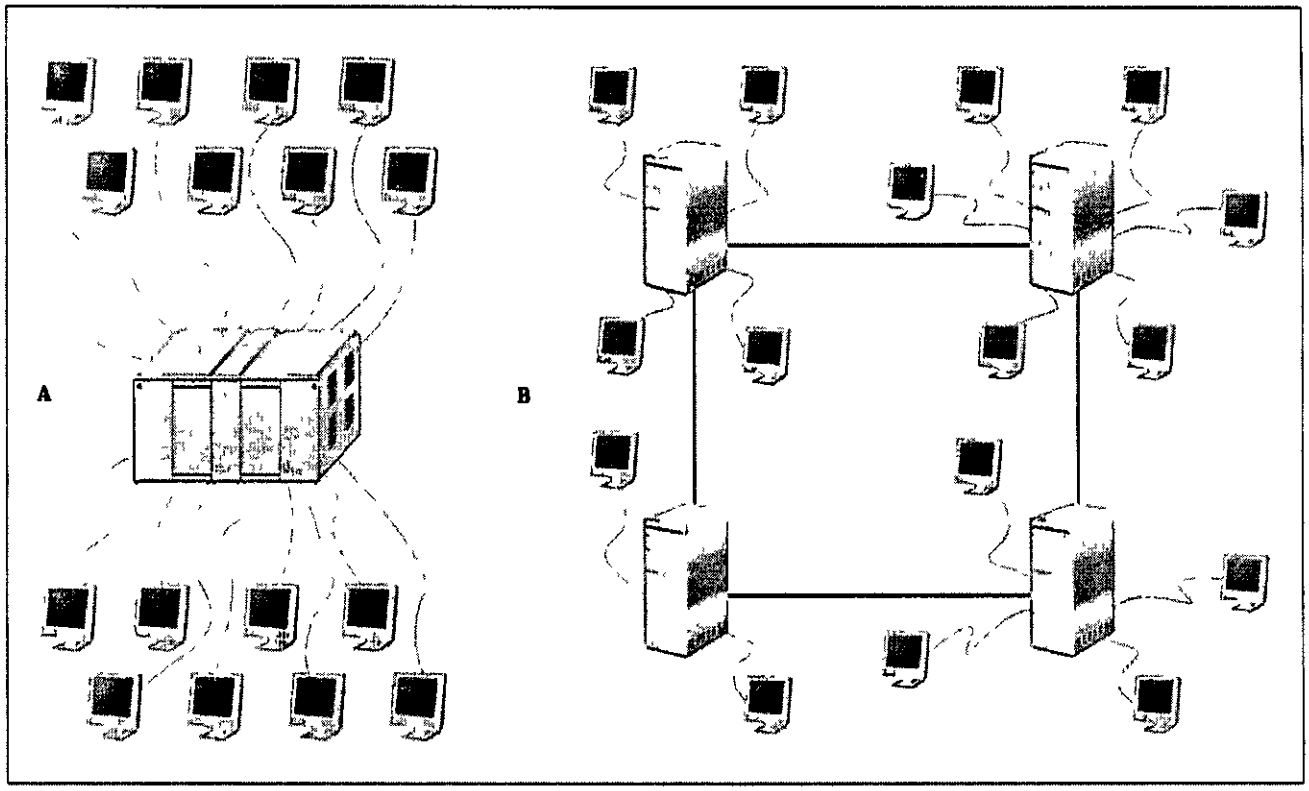
What type of secondary storage device is depicted in the following diagram?



1 optical disk
2 flash memory
3 Redundant array of independent/inexpensive disks (RAID)
4 zip disk

Question 12

Which combination of Operating Systems (OSs) is depicted in 'A' and 'B' respectively?



1 Single computer with a single user, single computer with multiple users
2 Single computer with multiple users, multiple computers
3 Server farm, single computer with multiple users
4 Multiple computers, networked computers

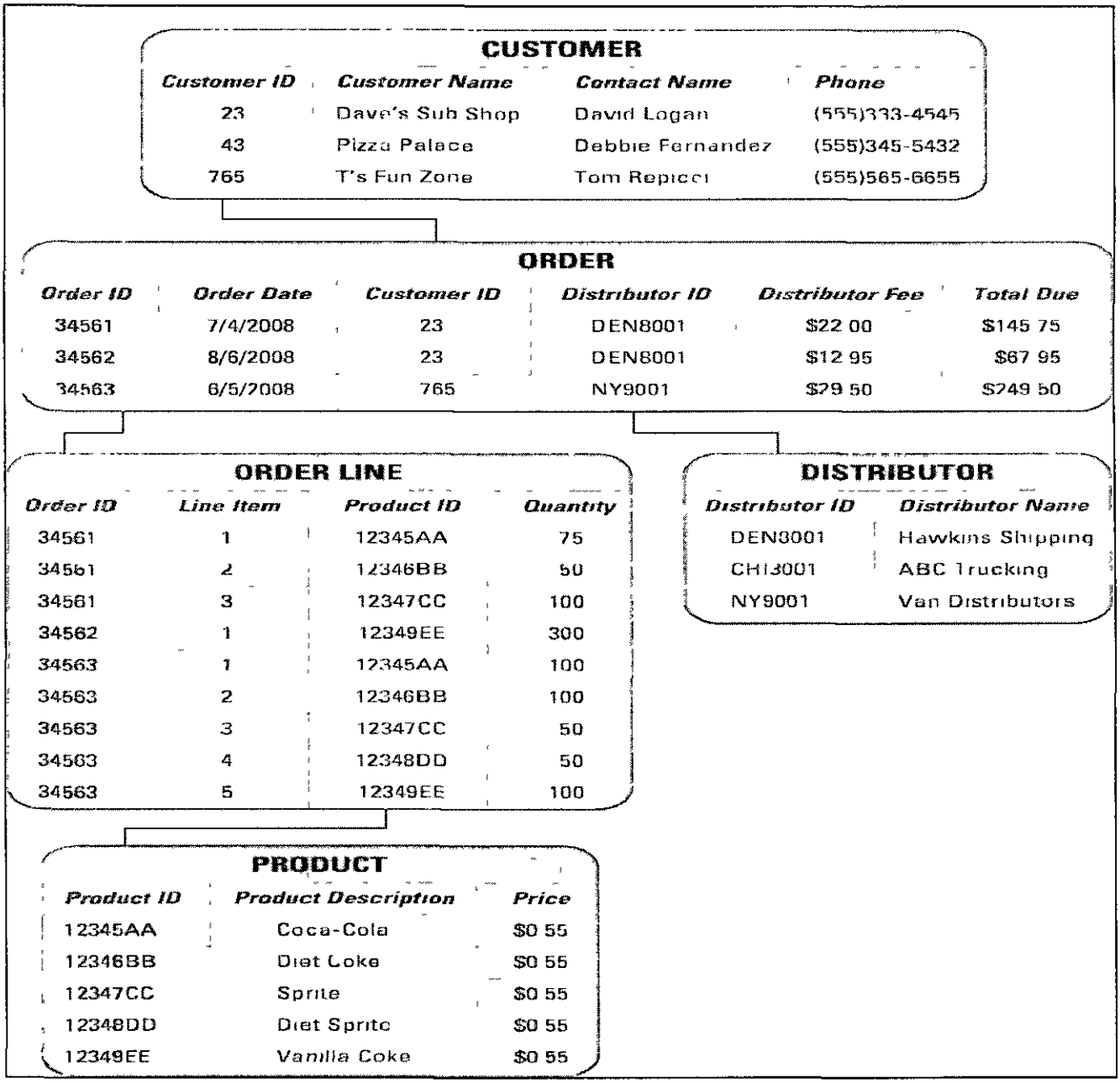
Question 13

Software suites can include _____

a word processors
b graphics programs and compilers
c interpreters and spreadsheets
d communication tools and web development tools

1 only a
2 a, b and c
3 only a and d
4 a, b and d

The following table represents a relational database Questions 14 to 15 are based on the following database



CUSTOMER

Customer ID	*Customer Name*	*Contact Name*	*Phone*
23	Dave's Sub Shop	David Logan	(555)333-4545
43	Pizza Palace	Debbie Fernandez	(555)345-5432
765	T's Fun Zone	Tom Repicci	(555)565-6655

ORDER

Order ID	*Order Date*	*Customer ID*	*Distributor ID*	*Distributor Fee*	*Total Due*
34561	7/4/2008	23	DEN8001	$22 00	$145 75
34562	8/6/2008	23	DEN8001	$12 95	$67 95
34563	6/5/2008	765	NY9001	$29 50	$249 50

ORDER LINE

Order ID	*Line Item*	*Product ID*	*Quantity*
34561	1	12345AA	75
34561	2	12346BB	50
34561	3	12347CC	100
34562	1	12349EE	300
34563	1	12345AA	100
34563	2	12346BB	100
34563	3	12347CC	50
34563	4	12348DD	50
34563	5	12349EE	100

DISTRIBUTOR

Distributor ID	*Distributor Name*
DEN8001	Hawkins Shipping
CHI3001	ABC Trucking
NY9001	Van Distributors

PRODUCT

Product ID	*Product Description*	*Price*
12345AA	Coca-Cola	$0 55
12346BB	Diet Coke	$0 55
12347CC	Sprite	$0 55
12348DD	Diet Sprite	$0 55
12349EE	Vanilla Coke	$0 55

Question 14

The Customer table, Order table, Order Line Table, Distributor table and Line Table represent five _____

1 data items
2 primary keys
3 entities
4 attributes

Question 15

If Customer ID is a unique number, then the area in the table above represented by Customer ID is a

_____

1 secondary key
2 primary key
3 data item
4 a record

Question 16

Structured Query Language (SQL) is both a (n) _____ and a _____?

1 data warehouse, data mart
2 Database Management System (DBMS), data dictionary
3 object-oriented programming language, third-generation language
4 Data Definition Language (DDL), Data Manipulation Language (DML)

Question 17

To speed up processing, Pill's Pottery sends a copy of important data to each of its five warehouses At the end of the day, any changes are sent back to the main database Pill's is using _____

1 open database connectivity (ODBC)
2 on-line analytical processing (OLAP)
3 replicated databases
4 data warehouses

Question 18

*Which of the following statements regarding Online Analytical Processing (OLAP) are **CORRECT?***
OLAP _____

a supports top-down, query-driven data analysis
b supports bottom-up, discovery-driven data analysis
c supports data analysis and decision making
d identifies facts and conclusions based on patterns discovered

1 only a and c
2 a, c and d
3 only b and d
4 b, c and d

Question 19

Study the following database schema

Customer{Customer_Number#, FirstName Surname Telephone}
Order{Order_Number# Description Price Colour Customer_Number}
Supplier{Supplier_Number# Company_Name Contact_FirstName Contact_Surname Telephone}

Identify the foreign key(s) in this schema

1 FirstName, Description, Company_Name
2 Customer_Number, Order_Number
3 Customer_Number
4 Supplier_Number

Question 20

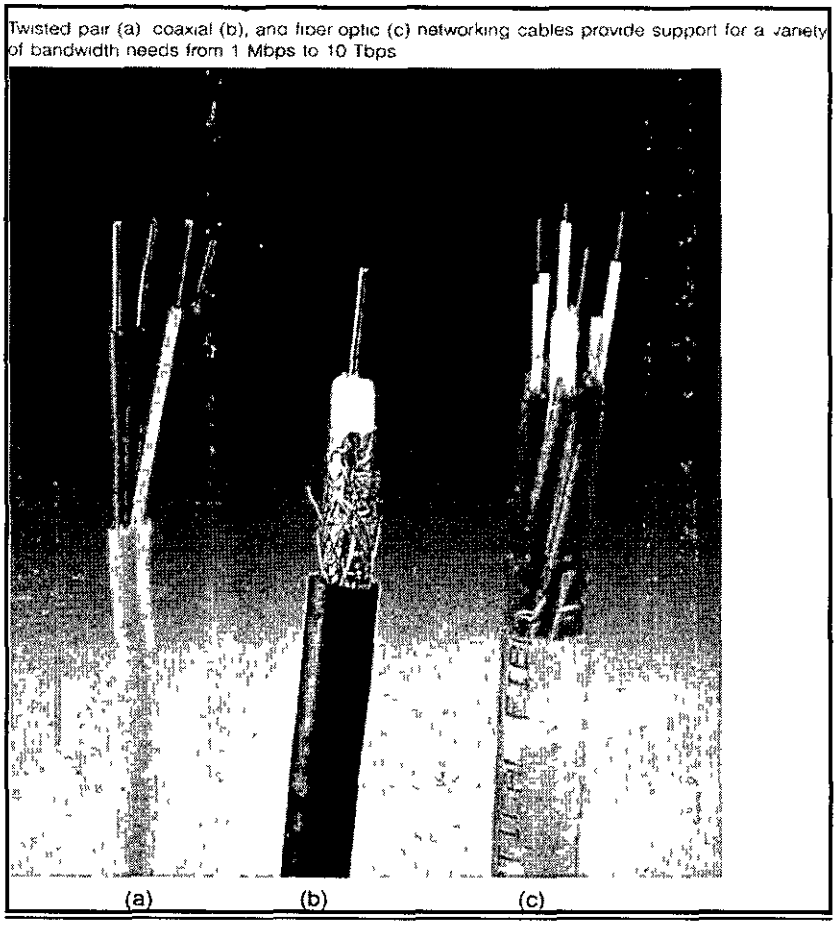
What factors should be considered when selecting a database management system?

a Database size
b Number of concurrent users and performance
c Reputation and financial stability of the database vendor
d The cost of the database as well as its ability to integrate with other applications and databases

1 only a, b and c
2 only b and
3 only a, c and d
4 a, b, c and d

Question 21

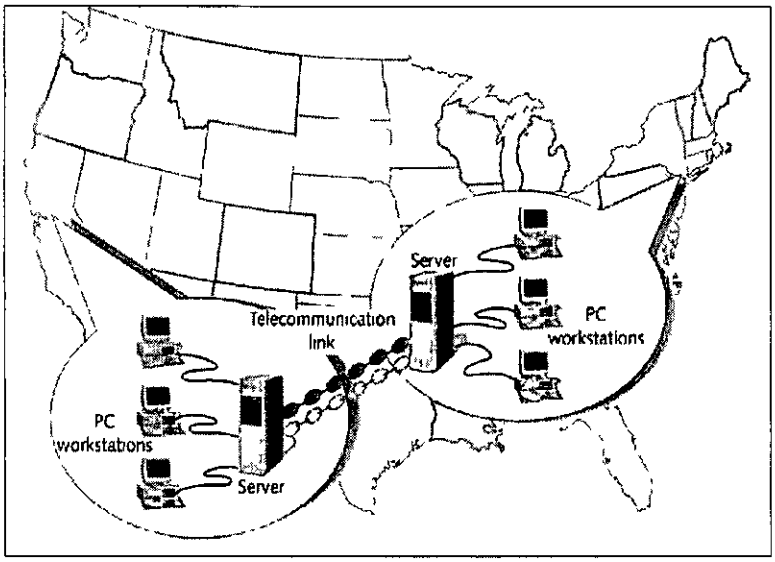
The following diagram is a typical illustration of wireless transmission media types



1 True
2 False

Question 22

What type of network is depicted in the following diagram?



1 Local Area Network (LAN)
2 Wide Area Network (WAN)
3 Personal area network (PAN)
4 Metropolitan area network (MAN)

Question 23

Which one of the following statements regarding communications protocols is ***INCORRECT?***

1 WiMAX offers faster data speeds and broader coverage than Wi-Fi It also offers a higher quality of service than Wi-Fi by supporting applications such as digital life-size videoconferencing
2 Conventional wireless communications employs a single antenna at the source and another single antenna at the destination However, with this system, a signal can suffer from multipath effects when it encounters obstructions (e g , buildings, hills) Using two or more antennas or MIMO (multiple input, multiple output), along with the transmission of multiple signals (one for each antenna) at the source and the destination, eliminates these multipath problems
3 Ultra Wideband (UWB) transmissions consist of a stream of pulses only picoseconds wide These extremely short impulses result in high frequencies spread over a wide band
4 The International Telecommunications Union (ITU) established a single standard for cellular networks in 1999 This standard was called IMT-2000 at that time and is now referred to as 4G 4G provides for faster transmission speeds in the range of 2–4 Mbps that will enable applications such as VoIP, video telephony, mobile multimedia, and interactive gaming

Question 24

Virtual Private Networks (VPNs) transfer information by encapsulating traffic in IP packets and sending the packets over the Internet, a practice called _____

1 encapsulation
2 data mining
3 content streaming
4 tunneling

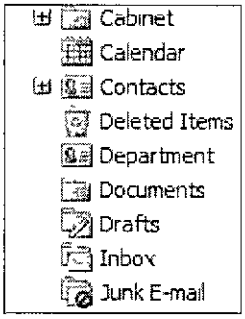
Question 25

_____ is an open-source programming language that can run on a Web server, and be used with a number of operating systems and database management systems

1 Extensible Markup Language (XML)
2 Hypertext Preprocessor (PHP)
3 C++
4 ActiveX

Question 26

Study the following diagram This company has software to scan incoming messages for possible junk or bulk e-mail called _____and deletes it in a separate file



1 spam
2 worms
3 spyware
4 viruses

Question 27

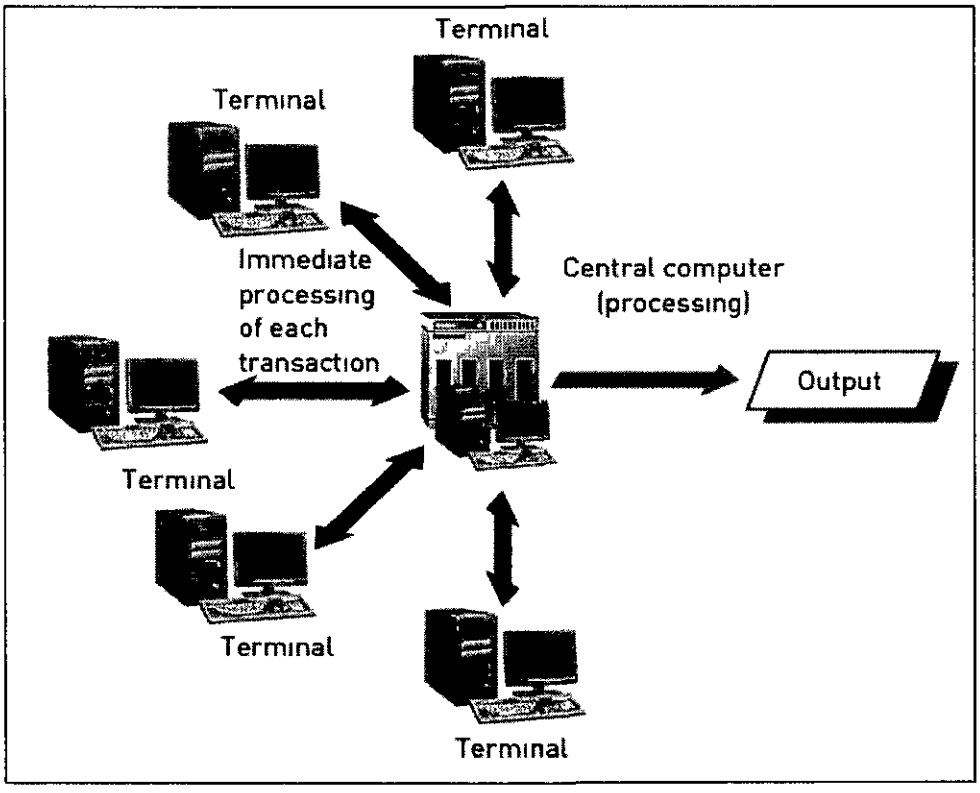
*Which of the following statements regarding Internet Applications are **INCORRECT**?*

a The World Wide Web was developed by Linus Torvalds at CERN, the European Organization for Nuclear Research in Geneva
b The Web is a menu-based system that uses the peer-to-peer network model
c The World Wide Web is a collection of tens of thousands of independently owned computers that work together as one in an Internet service
d The Extensible Markup Language (XML) is the standard page description language for web pages

1 only b and c
2 only a, c and d
3 only a, b and d
4 a, b, c and d

Question 28

Which transaction processing method is depicted in the following diagram?



1 Online Transaction Processing (OLTP)
2 batch processing
3 accumulated processing
4 occurrence processing

Question 29

The transaction processing system that supports the accounting business function includes

a Budget
b Payroll
c Inventory control
d Asset Management
e Accounts payable

1 only b and e
2 only a, c and e
3 only a, b and d
4 a, b, c, d and e

Question 30

_____ *applications support the purchase of materials and services from private industry by government procurement offices, enable firms to bid on government contracts, and help businesses receive current government regulations related to their operations*

1 Government-to-business (G2B)
2 Business-to-consumer (B2C)
3 Consumer-to-consumer (C2C)
4 Business-to-business (B2B)

Question 31

Which one of the following is ***NOT*** *a benefit of an Enterprise Resource Planning (ERP) system?*

1 Improvement of work processes
2 Increase in access to data for operational decision making
3 Elimination of costly, inflexible legacy systems
4 Little expense and time in implementation

Question 32

The Beanie com Company used information from its Web site to identify customers falling into a particular geographical location This is an example of ____

1 electronic exchange
2 technology-enabled relationship management
3 market segmentation
4 disintermediation

Question 33

Tally Lohman receives his electricity bills over the Internet He receives an e-mail alert each time one is ready for payment This is an example of _____

1 online banking
2 electronic bill presentment
3 database billing
4 online transaction presentment

Question 34

_____ *is a set of integrated programs that manage a company's vital business operations for an entire multisite global organization*

1 Enterprise resource planning (ERP)
2 Customer relationship management (CRM)
3 Materials requirements planning
4 Sales and operations planning

Question 35

Automatically ordering more inventories when levels drop below a certain point is an example of a (n) _____ *decision*

1 ad hoc
2 programmed
3 nonprogrammed
4 optimized

Question 36

The manager of a seeds shop has implemented a process to print a sale summary report on every Friday afternoon This report can be referred to as _____ *report*

1 demand
2 scheduled
3 key-indicator
4 exception

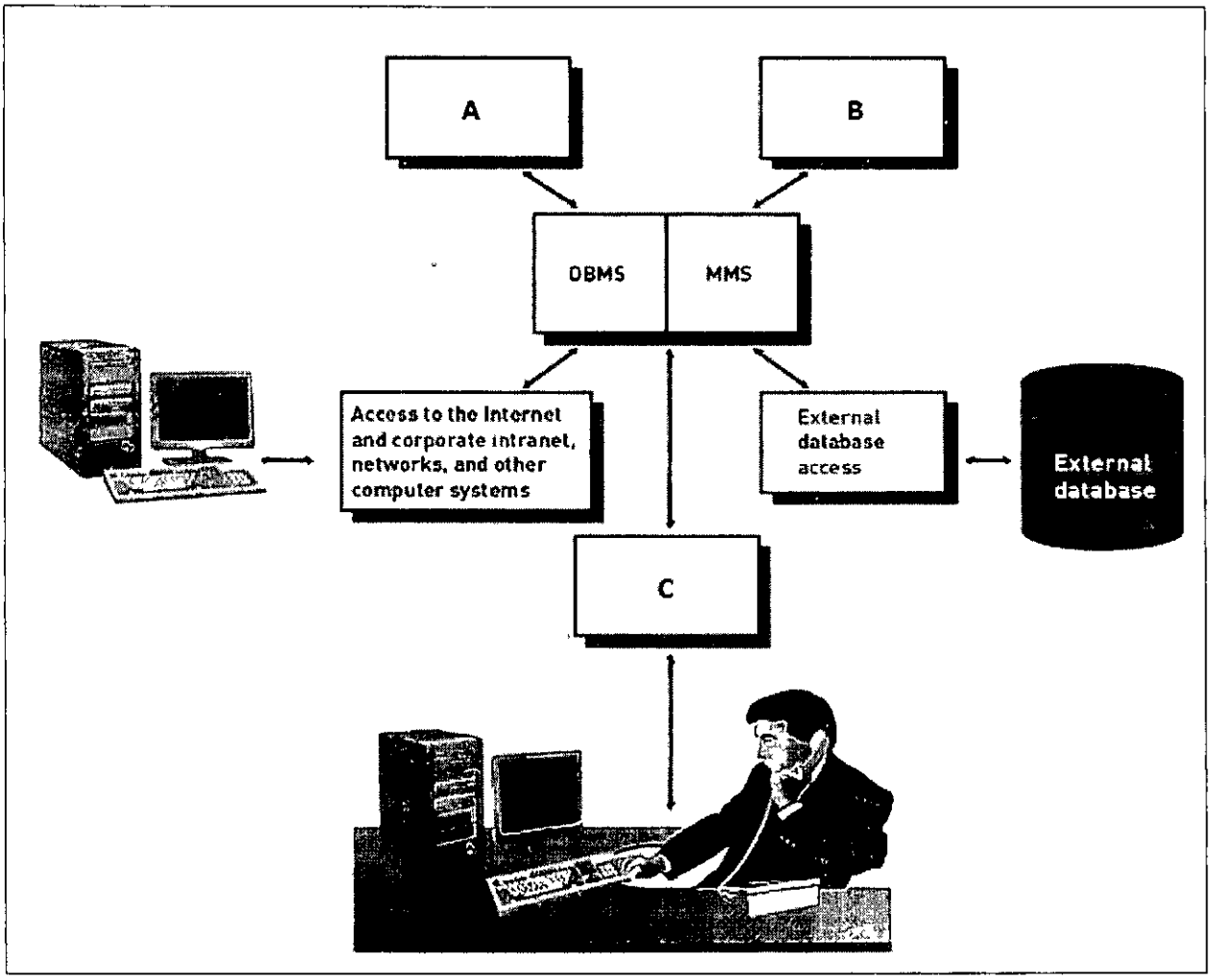
Question 37

Which one of the following statements regarding Decision Support Systems (DSSs) is ***FALSE****?*

1 Developers strive to make DSSs more flexible than Management Information Systems (MISs)
2 DSSs can assist with all or most problem-solving phases
3 DSSs can assist with different degrees of problem structure
4 Institutional DSSs handle situations that come up only a few times during the life of an organization

Question 38

Study the following diagram depicting the components of a DSS What do the letters 'A', 'B' and 'C' respectively represent?



1 Executive Support System (ESS), knowledge base, user
2 Group Support System (GSS), Model Management Software (MMS), end-user
3 explanation facility, inference engine, dialogue manager
4 database, model base, user interface

Question 39

DSSs allow users to _____ questions, executive support systems (ESSs) allow executives to _____questions

1 ask, answer
2 answer, ask
3 support, ask
4 answer, support

Question 40

***DIFFERENCES** between DSSs and MISs include*

	DSS	**MIS**
a	Typically oriented towards printed reports and documents	Usually screen oriented, with the ability to generate reports on a printer
b	Emphasizes actual decisions and decision-making styles	Usually emphasizes information only
c	Is flexible and better able to respond to user requests	Response time is usually longer

1 only a and b
2 only a and c
3 only b and c
4 a, b and c

Question 41

Highly structured decisions rely on _____
1 known facts and relationships
2 ambiguous facts and known relationships
3 TPS-based inputs only
4 known facts from the TPS only

Question 42

A knowledge management system (KMS) can involve different types of knowledge _____*knowledge is objective and can be measured and documented in reports, papers and rules* _____*knowledge is hard to measure and document, and typically is not objective or formalized*
1 Tacit, explicit
2 Explicit, tacit
3 Expert, tacit
4 Explicit, expert

Question 43

A (n) _____*system approximates the way a person sees, hears, and feels objects*
1 learning
2 vision
3 perceptive
4 expert

Question 44

A _____ interface relays the sense of touch and other physical sensations in the virtual world

1 haptic
2 database
3 network
4 system

Question 45

The _____ is the area of knowledge addressed by the expert system

1 domain
2 scope
3 field
4 range

Question 46

An expert system can use cases in developing a solution to a current problem or situation What does this process involve?

a Capturing knowledge and relationships that are not clear or precise according to the current problem or situation
b Using a conditional statement that links conditions to actions or outcomes related to the current problem or situation
c Finding cases stored in the knowledge base that are similar to the current problem or situation
d Modifying the solutions to the cases to fit or accommodate the current problem or situation

1 only a and b
2 only c and d
3 only a and d
4 a, b, c and d

Question 47

- James has been delegated the task of developing an expert system to help consumers choose a vehicle that best suits their budget
- James interviews Shawn, who has an extensive knowledge on vehicles
- Fred uses the expert system to aid him in purchasing a car

James, Shawn and Fred are _____ , _____ and _____ respectively

1 knowledge engineer, domain expert, knowledge user
2 domain expert, knowledge engineer, knowledge user
3 knowledge user, domain expert, knowledge engineer
4 knowledge engineer, knowledge user, domain expert

Question 48

*Which one of the following statements regarding virtual reality is **NOT TRUE**?*
1 The term 'virtual reality' was originally coined by Jaron Lanier, the founder of VPL research
2 The term 'virtual reality' originally referred to 'immerse virtual reality'
3 A virtual reality system enables one or more users to move and react in a computer-simulated environment
4 Virtual reality only refers to applications that are fully immersive

Question 49

The development team was pleased with _____ process It reduced paper documentation, automatically generated program source code and facilitated user participation in design and development activities
1 Joint Application Development (JAD)
2 end-user systems development
3 operational prototyping
4 Rapid Application Development (RAD)

Question 50

Andrew and Aaron were tired of waiting for their expense book software to be developed by the IS department, so they received guidance from the IS department and created their own This is an example of____
1 RAD
2 end-user systems development
3 the traditional SDLC
4 prototyping

Question 51

a *Due to the lack of sufficient technical IT staff in the hardware manufacturing company HWare Private Ltd, the management decided to hire a private firm to develop their inventory software system This process can be referred to as* _____

b *Though this process might cut costs for HWare Private Ltd, this can lead to* _____

1 outsourcing, internal expertise being lost
2 outsourcing, signing of restrictive legal contracts
3 downsizing, inadequacy
4 downsizing, legal battles

Question 52

*Interviews and observations are both means of*_____

1 data collection
2 data analysis
3 systems investigation
4 requirements analysis

Question 53

Data and activity modeling are useful during _____ *to show data flows and the relationships among various objects, associations and activities*

1 object modeling
2 data analysis
3 information analysis
4 information modeling

Question 54

At Athos Corporation, Ethan decided that both the old system and the new one should be run at the same time When the new system was proven reliable, the old one should be disabled Ethan chose to use _____ running, which is depicted in figure _____

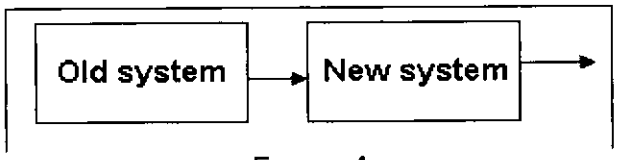


Figure A

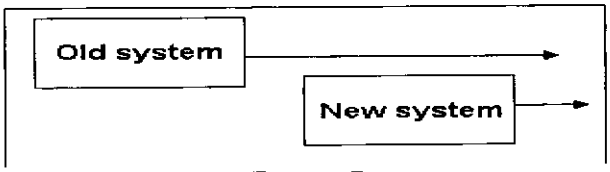


Figure B

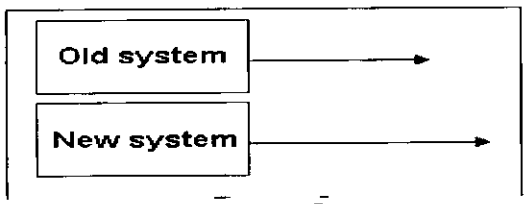


Figure C

1 pilot, A
2 direct, B
3 parallel, C
4 plunge, B

Question 55

Preventing computer waste begins with _____

1 training programs
2 purchase of better software
3 establishing policies and procedures regarding efficient acquisition, use and disposal of systems and devices
4 redevelopment of user manuals

Question 56

To prevent computer-related waste and mistakes, steps must be taken The table below outlines these steps Arrange the steps in the ***CORRECT*** *sequence*

STEPS	ORDER
Review existing policies and procedures and determine whether or not these are adequate	I
Monitor routine practices and take corrective action if necessary	II
Implement policies and procedures to minimize waste and mistakes according to business conducted	III
Establish policies and procedures regarding efficient acquisition, use, and disposal of systems and devices	IV

1 I, II, III, IV
2 I, II, IV, III
3 IV, II, III, I
4 IV, III, II, I

Question 57

Most computer-related mistakes are caused by _____
1 poor policies
2 human error
3 faulty software
4 faulty hardware

Question 58

- Changes to critical tables, HTML and URLs should be tightly controlled, with all changes authorized by responsible owners and documented
- A user manual should be available that covers operating procedures and that documents the management and control of the applica ion
- Each system report should indicate its general content in its title and specify the time period i covers
- The system should have controls to prevent invalid and unreasonable data entry
- Controls should exist to ensure that data input, HTML, and URLs are valid appli cable, and posted in the right time frame
- Users should implement proper procedures to ensure correct input data

*The list of items in the table above detail*_____
1 policies to prevent computer crime
2 policies to eliminate computer waste and mistakes
3 a code of ethics
4 operational objectives for an IT department

Question 59

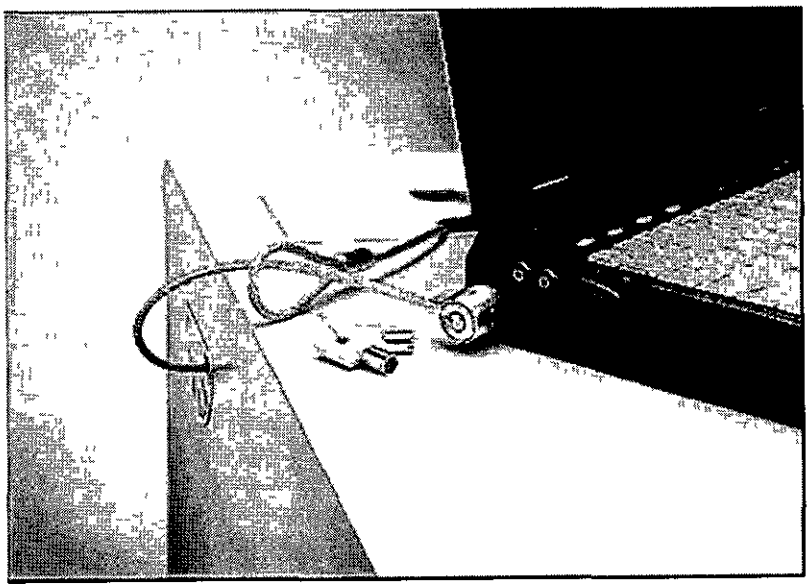
*Which statement(s) regarding the **DIFFERENCES** between viruses, worms and Trojan horses is (are) **CORRECT**?*

a A virus is a computer program file capable of attaching to disks or other files and replicating itself repeatedly, typically without the user's knowledge or permission
b Worms are parasitic computer programs that replicate but, unlike viruses, do not infect other computer program files Worms can create copies on the same computer or can send the copies to other computers via a network
c A Trojan horse program is a malicious program that disguises itself as a useful application and purposefully does something the user does not expect Trojans are not viruses, since they do not replicate, but they can be just as destructive

1 only a
2 only b
3 only c
4 a, b and c

Question 60

The item attached to the computer in the above figure represents a (n)_____



1 physical security device
2 password sniffer
3 software piracy prevention device
4 secure network device

©
UNISA 2012

UNIVERSITY OF SOUTH AFRICA UNISA university of south africa UNIVERSITEIT VAN SUID-AFRIKA

EXAMINATION MARK READING SHEET EKSAMEN-MERKLEESBLAD

PART 1 (GENERAL/ALGEMEEN) DEEL 1

STUDY UNIT e g PSY100-X
STUDIE-EENHEID bv PSY100-X

1 - -

PAPER NUMBER
VRAESTELNOMMER 2

INITIALS AND SURNAME 3
VOORLETTERS EN VAN .....

DATE OF EXAMINATION 4
DATUM VAN EKSAMEN .....

EXAMINATION CENTRE (E G. PRETORIA) 5
EKSAMENSENTRUM (BV PRETORIA) .....

STUDENT NUMBER
STUDENTENOMMER 6 7

UNIQUE PAPER NO
UNIEKE VRAESTEL NR 8 9

For use by examination invigilator
Vir gebruik deur eksamenopsiener

IMPORTANT

1 USE ONLY AN HB PENCIL TO COMPLETE THIS SHEET
2 MARK LIKE THIS
3 CHECK THAT YOUR INITIALS AND SURNAME HAS BEEN FILLED IN CORRECTLY
4 ENTER YOUR STUDENT NUMBER FROM LEFT TO RIGHT
5 CHECK THAT YOUR STUDENT NUMBER HAS BEEN FILLED IN CORRECTLY
6 CHECK THAT THE UNIQUE NUMBER HAS BEEN FILLED IN CORRECTLY
7 CHECK THAT ONLY ONE ANSWER PER QUESTION HAS BEEN MARKED
8 DO NOT FOLD

BELANGRIK

1 GEBRUIK SLEGS N HB POTLOOD OM HIERDIE BLAD TE VOLTOOI
2 MERK AS VOLG
3 KONTROLEER DAT U VOORLETTERS EN VAN REG INGEVUL IS
4 VUL U STUDENTENOMMER VAN LINKS NA REGS IN
5 KONTROLEER DAT U DIE KORREKTE STUDENTENOMMER VERSTREK HET
6 KONTROLEER DAT DIE UNIEKE NOMMER REG INGEVUL IS
7 MAAK SEKER DAT NET EEN ALTERNATIEF PER VRAAG GEMERK IS
8 MOENIE VOU NIE

PART 2 (ANSWERS/ANTWOORDE) DEEL 2

10

1	36	71	106
2	37	72	107
3	38	73	108
4	39	74	109
5	40	75	110
6	41	76	111
7	42	77	112
8	43	78	113
9	44	79	114
10	45	80	115
11	46	81	116
12	47	82	117
13	48	83	118
14	49	84	119
15	50	85	120
16	51	86	121
17	52	87	122
18	53	88	123
19	54	89	124
20	55	90	125
21	56	91	126
22	57	92	127
23	58	93	128
24	59	94	129
25	60	95	130
26	61	96	131
27	62	97	132
28	63	98	133
29	64	99	134
30	65	100	135
31	66	101	136
32	67	102	137
33	68	103	138
34	69	104	139
35	70	105	140

Specimen only