



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-
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Semester V

Elective I: Management Information Systems - 506U1

Multiple Choice Questions.

1. Information systems that monitor the elementary activities and transactions of the organizations are _____.

- A. Management level system.
- B. Operational level system.
- C. Knowledge level system.
- D. Strategic level system.

ANSWER: A

2. Projections and responses to queries are Information output characteristics associated with _____.

- A. Decision Support System (DSS).
- B. Management Information System (MIS).
- C. Executive Support System (ESS).
- D. Transaction Processing System (TPS).

ANSWER: C

3. Summary transaction data, high-volume data, and simple models are information inputs characteristic of _____.

- A. Decision Support System (DSS).
- B. Management Information System (MIS).
- C. Executive Support System (ESS).
- D. Transaction Processing System (TPS).

ANSWER: B

4. Which of the following individuals typically have less formal, advanced educational degrees and tend to process rather than create information?

- A. Knowledge workers.
- B. Executives.
- C. System analysts.
- D. Data workers

ANSWER: D

5. Prototype is a _____.

- A. Working model of existing system.
- B. Mini model of existing system.
- C. Mini model of processed system.
- D. None of the above.

ANSWER: A

6. _____ refers to a computer-based system that provides managers with the tools to organize evaluate and efficiently manage departments within an organization.
- A. Decision Support System (DSS).
 - B. Management Information System (MIS).
 - C. Executive Support System (ESS).
 - D. Transaction Processing System (TPS).

ANSWER: B

7. _____ System can be any organized combination of people, hardware, software, communications networks and data resources that collects, transforms and disseminates information in an organization.
- A. Information.
 - B. Integrated
 - C. Horizontal.
 - D. Vertical.

ANSWER: A

8. System development is a _____.
- A. Process of successive changes of system from new and changed requirement.
 - B. It is a development of SRS of a system.
 - C. Both (a) and (b).
 - D. None of the above.

ANSWER: C

9. The most creative and challenging phase of system life cycle is _____.
- A. Feasibility study.
 - B. Maintenance.
 - C. Design.
 - D. None of the above.

ANSWER: C

10. The advantages of creating a prototype are _____.
- A. It allows developers to experiment with number of different design options.
 - B. It can serve as means of communication between developers and customers.
 - C. Both (a) and (b) .
 - D. None of the above.

ANSWER: C

11. _____ is the real world object, such as a person, place etc.
- A. Attribute.
 - B. Entity.
 - C. Records.
 - D. All of these.

ANSWER: B

12. SDLC stands for _____.
- A. Software design life cycle.
 - B. Software development life cycle.
 - C. System design life cycle.

D. System development life cycle

ANSWER: D

13. System Development process is also called as _____.

- A. System Development Life Cycle.
- B. System Life Cycle.
- C. Both A and B.
- D. System Process Cycle.

ANSWER: A

14. The first step in the systems development life cycle (SDLC) is _____.

- A. Analysis.
- B. Design.
- C. Problem/Opportunity Identification.
- D. Development and Documentation.

ANSWER: C

15. _____ is the information about data.

- A. Data.
- B. Meta-Data.
- C. Entity.
- D. Relations.

ANSWER: B

16. The art of getting things done through people, with the people _____.

- A. Management Information System.
- B. Management.
- C. System.
- D. Entity.

ANSWER: B

17. In the system concepts, the term integration is _____.

- A. implies structure and order.
- B. refers to the manner in which each component functions with other components of the system.
- C. means that parts of computer system depends on one another.
- D. refers to the holism of systems.

ANSWER: D

18. Top down approach is used for _____.

- A. development.
- B. identification of faults.
- C. testing and validation.
- D. reverse engineering.

ANSWER: A

19. Which of the following is not an attribute of software engineering?

- A. Efficiency.
- B. Scalability.
- C. Dependability.
- D. Usability.

ANSWER: C

20. Which phase is not available in software life cycle?

- A. Coding
- B. Testing
- C. Maintenance
- D. Abstraction

ANSWER: D

21. The tools that support different stages of software development life cycle are called _____.

- A. CASE Tools.
- B. CAME tools.
- C. CAQE tool.
- D. CARE tools.

ANSWER: A

22. CASE Tool is _____.

- A. Computer Aided Software Engineering.
- B. Component Aided Software Engineering.
- C. Constructive Aided Software Engineering.
- D. Computer Analysis Software Engineering .

ANSWER: A

23. What is Software?

- A. Set of computer programs, procedures and possibly associated document concerned with the operation of data processing.
- B. A set of compiler instructions.
- C. A mathematical formula.
- D. None of above.

ANSWER: A

24. Expand TPS.

- A. Transfer point of sales.
- B. Technology processing systems.
- C. Transaction processing systems.
- D. None of the above.

ANSWER: C

25. Accounting, finance, marketing, and human resources are known as _____.

- A. Executive information systems.
- B. Functional business areas.
- C. Geographic information system.
- D. Local information system.

ANSWER: B

26. Which of the following is a computer based system that stores and, manipulates data that are viewed from a geographical point or reference?

- A. Geographical information System (GIS).
- B. Database System (DS).
- C. Geographic System (GS).
- D. Software System (SS).

ANSWER: A

27. The popular term for the software component that supports the collaborative efforts of a team is _____.

- A. Videoconferencing software.
- B. Work flow automation software.
- C. Groupware.
- D. None of above

ANSWER: C

28. EDI stands for _____.

- A. Electronic Data Interchange.
- B. Electrical Data Interchange.
- C. Work flow Automation Software.
- D. Enhanced Data Interchange.

ANSWER: A

29. The direct, computer to computer exchange of standardized, common business transaction documents between business partners, suppliers, and customers is _____.

- A. EDI.
- B. ES.
- C. EIS.
- D. ERP.

ANSWER: A

30. MIS stands for _____.

- A. Management internet system.
- B. Marketing Internet system.
- C. Marketing and implementation software.
- D. Management information system.

ANSWER: D

31. The Management information System receives input from the _____.

- A. EIS.
- B. ES.
- C. DSS.
- D. TPS.

ANSWER: D

32. The _____ provides a manager with the information needed to make decisions regarding, the firm's operational activities.

- A. EIS.
- B. ES.
- C. MIS.
- D. EDI.

ANSWER: C

33. A combination of a MIS and DSS called _____ which helps top managers make decisions.

- A. GIS.
- B. EIS.
- C. EPI.

D. CAM.
ANSWER: B

34. The first phase of IT planning is called _____ planning.
- A. Tactical.
 - B. Project.
 - C. Organisational.
 - D. Strategic.

ANSWER: D

35. _____ Systems keep a track on the daily regular business transactions of the organisation.
- A. Management-level.
 - B. Strategic-level.
 - C. Executive information.
 - D. Operational-level.

ANSWER: D

36. In which of the following functions of MIS reports are generated based on the enterprise's need

_____.

- A. Planning.
- B. Prediction.
- C. Data Processing.
- D. Data storage.

ANSWER: A

37. Which of these items is a major component of today's IT infrastructure?

- A. Data Management Technology.
- B. Networking.
- C. Technology Services.
- D. All of the above.

ANSWER: D

38. Management information systems usually_____.

- A. Serve managers interested in weekly, monthly, and yearly results, not day-to-day activities.
- B. Help managers make decisions that are unique, rapidly changing, and not easily specified in advance.
- C. Provide managers with a generalised computing and telecommunications capacity that can be applied to a changing array of problems.
- D. Perform and record the daily routine transactions necessary to the conduct of business.

ANSWER: A

39. Identifying customers and markets using data on demographics, markets, consumer behaviour, and trends is an example of _____.

- A. Operational-level sales and marketing information system.
- B. Knowledge-level sales and marketing information system.
- C. Management-Level sales and marketing information system.
- D. Strategic-level sales and marketing information system.

ANSWER: B

40. Deciding where to locate new production facilities is an example of a manufacturing and production information system operating at the _____.

- A. Operational level.

- B. Management level.
- C. Knowledge level.
- D. Strategic level.

ANSWER: D

41. Preparing short-term budgets is an example of a finance and accounting Information system operating at the _____.

- A. Operational level.
- B. Management level.
- C. Knowledge level.
- D. Strategic level.

ANSWER: D

42. Tracking employee training, skills, and performance appraisal is an example of a human resource information system operating at the _____.

- A. Operational level.
- B. Management level.
- C. Knowledge level.
- D. Strategic level.

ANSWER: A

43. Assembling a product, identifying customers and hiring employees are _____.

- A. Transactions.
- B. Phases.
- C. Business Processes.
- D. Business Functions.

ANSWER: C

44. Materials into intermediate and finished products, and distributing the finished products to customers?

- A. Production Chain.
- B. Primary Chain.
- C. Supply Chain.
- D. Distribution chain.

ANSWER: C

45. Information systems can facilitate supply chain management by _____.

- A. Tracking the status of orders.
- B. Providing product specifications.
- C. Providing product specifications.
- D. None of the above.

ANSWER: D

46. Enterprise systems support _____.

- A. Manufacturing processes.
- B. Financial and accounting processes.
- C. Human resource processes.
- D. All of the above.

ANSWER: D

47. A computer security protocol for logging in would be an example of the component of an information system _____.

- A. Software.
- B. Hardware
- C. Data.
- D. Procedure.

ANSWER: D

48. Customer numbers and their names would be an example of the _____ component of an order management information system.

- A. Software.
- B. Hardware.
- C. Data
- D. procedure.

ANSWER: C

49. Which of the following is not a characteristic of good information?

- A. Interchangeability.
- B. Relevance.
- C. Cost Effectiveness.
- D. Timeliness.

ANSWER: A

50. A human order taker can be bypassed when using _____.

- A. Office automation system.
- B. Management information system.
- C. Transaction processing system.
- D. Decision support system.

ANSWER: C

51. On-line transaction processing is used when _____. I) it is required to answer random queries. II) it is required to ensure correct processing. III) all files are available on-line. IV) all files are stored using hard disk.

- A. i, ii.
- B. i, iii
- C. ii, iii, iv
- D. i, ii, iii

ANSWER: B

52. Which is not a domain of Artificial Intelligence?

- A. Intelligent Agents.
- B. Expert System.
- C. None of the above.
- D. Both A & B

ANSWER: D

53. Which computer based model is developed after human brain?

- A. Fuzzy Logic
- B. Neural Network.
- C. Virtual-Reality.
- D. All of the above.

ANSWER: B

54. Knowledge based system supports, _____.

- A. Knowledge of creation.
- B. Knowledge of support.
- C. Knowledge of Dissemination.
- D. All of the above.

ANSWER: D

55. Which of the system uses Multidimensional data analysis?

- A. DSS
- B. MIS
- C. ESS.
- D. All of the above.

ANSWER: A

56. Cybernetic system is the one which is _____

- A. Self Monitoring.
- B. Self controlling.
- C. Self regulating.
- D. All the above.

ANSWER: D

57. _____ is the process of defining the current problem, determining why a new system is needed, identifying the objectives of the proposed system:

- A. Feasibility analysis
- B. System Analysis.
- C. System definition
- D. System requirements.

ANSWER: C

58. Data about the performance of a system is _____.

- A. Marketing Data.
- B. Control.
- C. Meta Data.
- D. Feed Back.

ANSWER: D

59. An individual is credited with the development of the five forces competitive model is _____.

- A. Henry Fayol.
- B. Max Weber.
- C. Michael Porter.
- D. Michael Dell.

ANSWER: C

60. _____ process data resulting from business transactions, update operational databases, and produce business documents.

- A. Transaction Processing Systems.
- B. Process Control Systems.
- C. Enterprise Collaboration Systems.
- D. Management Information Systems.

ANSWER: A

61. _____ monitors and control industrial processes.

- A. Transaction Processing Systems.
- B. Process Control Systems.
- C. Enterprise Collaboration Systems.
- D. Management Information Systems.

ANSWER: B

62. Petroleum refining, power generation and steel production systems are example of _____ systems.

- A. Transaction Processing.
- B. Process Control.
- C. Enterprise Collaboration.
- D. Management Information.

ANSWER: B

63. _____ is a support team, workgroup, and enterprise communications and collaborations.

- A. Transaction Processing Systems.
- B. Process Control Systems.
- C. Enterprise Collaboration Systems.
- D. Management Information Systems.

ANSWER: C

64. E-mail, chat, and videoconferencing groupware systems are example of _____.

- A. Transaction Processing Systems.
- B. Process Control Systems.
- C. Enterprise Collaboration Systems.
- D. Management Information Systems.

ANSWER: C

65. Sales and inventory processing and accounting systems are examples of _____ systems.

- A. Transaction Processing.
- B. Process Control.
- C. Enterprise Collaboration.
- D. Management Information.

ANSWER: A

66. The information of MIS comes from the _____.

- A. Internal source.
- B. External source.
- C. Both internal and external source.
- D. None of the above.

ANSWER: C

67. The back bone of any organization is _____.

- A. Information.
- B. Employee.
- C. Management.
- D. Capital.

ANSWER: A

68. The flow of information through MIS is _____.

- A. Need dependent.
- B. Organization dependent
- C. Information dependent.
- D. Management dependent.

ANSWER: A

69. MIS normally found in a manufacturing organization will not be suitable in the _____.

- A. Service sector.
- B. Banking sector.
- C. Agriculture sector.
- D. All of the above.

ANSWER: A

70. _____ details are given by Management to Marketing Service System.

- A. Customer.
- B. Employee.
- C. Supplier.
- D. None of the above.

ANSWER: C

71. The basic component(s) of DSS is (are) _____.

- A. Database.
- B. Model base.
- C. DSS software system.
- D. All of the above.

ANSWER: D

72. Expand GDSS.

- A. Group Decision Support.
- B. Group Discussion Support System.
- C. Group Decision Service System.
- D. Group Discussion Support Source.

ANSWER: A

73. Decision trees could be represented in different ways such as _____.

- A. Bottom to top.
- B. Left to right
- C. Top to bottom.
- D. All of the above.

ANSWER: D

74. Data shaped into meaningful form are called _____.

- A. Databank.
- B. Feedback.
- C. Knowledge.
- D. Information.

ANSWER: D

75. Raw facts that have not been organized into a useful form are called _____.

- A. Business objectives.

- B. Information.
- C. Data.
- D. Information systems.

ANSWER: C

76. Which activity of an Information System converts raw input into a meaningful form_____.

- A. Input.
- B. Processing.
- C. Output.
- D. Feedback.

ANSWER: B

77. Security systems based on physical or behavioral traits are called _____.

- A. Smart cards.
- B. Tokens.
- C. Firewalls.
- D. Biometrics.

ANSWER: D

78. The process of transforming plain text or data into cipher text that cannot be read by anyone other than the sender and the intended receiver is called _____.

- A. Demodulation.
- B. Filtering.
- C. Encryption.
- D. Stateful inspection.

ANSWER: C

79. A type of decision in which there may be several "right" answers and no precise way to get a right answer is _____.

- A. Structured decision.
- B. Unstructured decision.
- C. Recurring decision.
- D. Nonrecurring decision.

ANSWER: B

80. The results of "what-if" questions asked repeatedly to determine the impact of changes in one or more factors on the outcomes are called_____.

- A. Data modeling.
- B. Forecasting.
- C. Classification clusters.
- D. Sensitivity analysis.

ANSWER: D

81. The process of helping users see patterns and relationships in large amounts of data by presenting the data in graphical form is called _____.

- A. Geographic information system.
- B. Decision support system.
- C. Data visualization.
- D. An optimization model.

ANSWER: C

82. Electronic Filing, Voice Mail are the responsibilities of _____.

- A. Office Automation System.
- B. Transaction Processing System.
- C. Expert System.
- D. Executive Support System.

ANSWER: A

83. The analysis and design of application systems are the responsibility of a _____.

- A. Computer Operator.
- B. Programmer.
- C. System Analyst.
- D. Data entry operator.

ANSWER: C

84. TPS means _____.

- A. Transaction Plan Master.
- B. Transaction Processing System.
- C. Transport Plan Management.
- D. All of the above.

ANSWER: B

85. ECS means _____.

- A. Enterprise Collaboration System.
- B. Economical Calculation Service.
- C. Enterprise Communication System.
- D. Economical Communication Service.

ANSWER: A

86. Expert System contains _____.

- A. Database.
- B. Modelbase.
- C. Knowledgebase.
- D. All of the above.

ANSWER: D

87. MIS can provide _____.

- A. Past information.
- B. Present information.
- C. Future information.
- D. All of the above.

ANSWER: D

88. An _____ system has a stored knowledge base and an inference engine.

- A. Expert.
- B. Centers.
- C. Control.
- D. MIS.

ANSWER: A

89. The major source of data for other systems is _____.

- A. ESS.

- B. DSS.
- C. MIS.
- D. TPS.

ANSWER: D

90. The most advanced graphics software in any system used by management is normally found in _____.

- A. TPS.
- B. ESS.
- C. Intranets.
- D. Enterprise systems.

ANSWER: B

91. _____ decision support system that provides support for decision making by groups of people

- A. Group Decision Support System (GDSS).
- B. Decision Support System (DSS)
- C. Groupware Software.
- D. Graphics Software.

ANSWER: A

92. _____ is unauthorized use, access, modification, and destruction of hardware, software, data, or network resources

- A. Hacking
- B. Computer Crime
- C. Spoofing
- D. Sniffer

ANSWER: B

93. _____ is a program that, unknown to the user, contains instructions that exploit a known vulnerability in some software.

- A. Hacking
- B. Computer Crime.
- C. Trojan Horse.
- D. Sniffer.

ANSWER: C

94. _____ is a program that covertly searches individual packets of data as they pass through the Internet, capturing passwords or the entire contents.

- A. Hacking
- B. Computer Crime
- C. Trojan Horse
- D. Packet Sniffer

ANSWER: D

95. An instruction in a computer program that triggers a malicious act is called as _____.

- A. Logic Bombs.
- B. Packet Sniffer
- C. Hacking.
- D. Computer Crime.

ANSWER: A

96. _____ is an area of philosophy concerned with developing ethical principles and promoting ethical behavior and practices in the accomplishment of business tasks and decision making.

- A. Business Ethics.
- B. Behavioral stage.
- C. Ethical values
- D. Equity

ANSWER: A

97. _____ is a program code that cannot work without being inserted into another program.

- A. Worm.
- B. Virus.
- C. Sniffer.
- D. Spoofing.

ANSWER: B

98. _____ is a distinct program that can run unaided.

- A. Worm
- B. Virus.
- C. Sniffer.
- D. Spoofing.

ANSWER: A

99. _____ is obsessive use of a computer or unauthorized access and use of computer systems.

- A. Hacking
- B. Computer Crime.
- C. Trojan Horse.
- D. Packet Sniffer.

ANSWER: A

100. _____ is unauthorized copying of software.

- A. Software Piracy
- B. Trojan Horse
- C. Trojan Horse
- D. Packet Sniffer.

ANSWER: A

101. Decision support system involves all of the following types of analytical modeling activities except?

- A. What-if analysis.
- B. Sensitivity analysis.
- C. Goal-seeking analysis.
- D. Heuristics.

ANSWER: D

102. In which of the following types of analysis, the value of only one variable is changed repeatedly, and the resulting changes on other variables are observed.

- A. what if analysis.
- B. sensitivity analysis.
- C. Goal seeking analysis.
- D. None of these.

ANSWER: B

103. In which of the following types of analysis, the goal is to find the optimum value for one or more target variables, given certain constraints?

- A. what if analysis
- B. optimization.
- C. Goal seeking analysis.
- D. None of these.

ANSWER: B

104. Which is not a domain of Artificial Intelligence?

- A. Virtual Reality.
- B. Intelligent Agents.
- C. Expert System.
- D. None of the above.

ANSWER: D

105. Which one of the following is used for evaluating credit risks?

- A. Virtual Reality.
- B. Neural Network.
- C. Fuzzy logic.
- D. None of the above.

ANSWER: B

106. Which computer based model is developed after human brain?

- A. Fuzzy logic.
- B. Neural Network.
- C. Virtual Reality.
- D. All of the above.

ANSWER: B

107. Knowledge based system supports _____

- A. Knowledge of creation.
- B. Knowledge of support.
- C. Knowledge of Dissemination.
- D. All of the above.

ANSWER: D

108. Which of the system uses Multidimensional data analysis?

- A. DSS.
- B. MIS.
- C. ESS.
- D. All of the above.

ANSWER: A

109. Which of the following level of managers develop short and medium range plans, schedules, and budgets and specify the policies, procedures, and business objectives for their sub units of the company?

- A. Strategic.
- B. Tactical.
- C. Operational.
- D. Front Line.

ANSWER: B

110. The emerging class of applications focuses on personalized decision support, modeling, information retrieval, data warehousing, what-if scenarios and reporting is called _____.

- A. Decision Support Trends.
- B. Decision Support History.
- C. Decision Support models.
- D. Decision Support class.

ANSWER: A

111. The growth of corporate intranets, extranets, as well as the web, has accelerated the development and use of executive class information delivery and decision support software tools by lower levels of management and by individuals and teams of business professionals. This dramatic expansion has opened the door to the use of which of the following tool?

- A. Business Intelligence(BI).
- B. Business Knowledge (BK).
- C. Business Ideas (BI).
- D. Business Intelligent(BI).

ANSWER: A

112. Deciding where to locate new production facilities is a(n) example of a manufacturing and production information system operating at the _____.

- A. Operational level.
- B. Strategic Operational level.
- C. Management level.
- D. Knowledge level.

ANSWER: D

113. Preparing short-term budgets is an example of a finance and accounting information system operating at the _____.

- A. Operational level.
- B. Management level.
- C. Knowledge level.
- D. Strategic level.

ANSWER: B

114. Tracking employee training, skills, and performance appraisals is an example of a human resource information system operating at the _____.

- A. Operational level.
- B. Management level.
- C. Knowledge level.
- D. Strategic level.

ANSWER: A

115. Restructuring & transforming a business process by a rethinking and redesign done by _____.

- A. MIS.
- B. End-Users.
- C. BPR Process.
- D. Reduced rate of growth in expenses.

ANSWER: C

116. Which one of the following is not one of the major dimensions for developing international information systems architecture?.

- A. Corporate global strategies.
- B. Organization structure
- C. Management and business processes.
- D. Business process reengineering.

ANSWER: D

117. Which of the following is Electronic Conference Tool(s)?

- A. Chat System.
- B. Video Conferencing.
- C. Discussion Forum.
- D. All the above.

ANSWER: D

118. In the Financial Decision-Making System which of the following is not a transaction processing system input _____.

- A. Cash receipts.
- B. Cash returns.
- C. Cash issues.
- D. Warehouse requisition slip.

ANSWER: D

119. A decision support system, which provides support for decision making by a group of persons is _____.

- A. DSSB.
- B. The firm's existing MIS.
- C. GDSS
- D. Hardware components.

ANSWER: C

120. The MIS should be developed by _____.

- A. The manager.
- B. The information specialist.
- C. Both (a) and (b).
- D. Neither (a) or (b).

ANSWER: C

121. The main characteristics of Knowledge Process Outsourcing are _____.

- A. Process are not easily codified.
- B. The agent has to interpret the information.
- C. The agent is expected to exercise judgement.
- D. All of the above.

ANSWER: D

122. Structured decisions are _____ in nature.

- A. Non-Repetitive.
- B. Repetitive.
- C. Routine.
- D. Both (b) & (c).

ANSWER: D

123. Google are using information technology to pursue this generic strategy of _____.

- A. Low-cost leadership.
- B. Product differentiation.
- C. Focus on market niche.
- D. Strengthening customer and supplier intimacy.

ANSWER: B

124. Hardware and software placed between an organization's internal network and an external network to prevent outsiders from invading private networks best describes a(n) _____.

- A. Intruder detection system.
- B. Firewall.
- C. Cyber checkpoint.
- D. Cyberwall.

ANSWER: B

125. Common threats against information systems come from all of the following factors except _____.

- A. Technical.
- B. Organizational.
- C. Governmental.
- D. Environmental.

ANSWER: C

126. Setting up fake Web sites that look like those of legitimate businesses to ask users for confidential personal data is called _____.

- A. Phishing.
- B. Pharming.
- C. Evil twin.
- D. Spamming.

ANSWER: A

127. _____ is a plastic card with a built-in microprocessor, used typically to perform financial transactions.

- A. Smart cards.
- B. Tokens.
- C. Firewalls.
- D. Biometrics.

ANSWER: A

128. This type of encryption verifies the origin and content of a message and provides a way to associate a message with a sender is _____.

- A. Digital signature.
- B. Symmetric key encryption.
- C. Public key encryption.
- D. Digital certificate.

ANSWER: A

129. A network of organizations used for procuring raw materials, transforming these materials into products, and distributing the products to customers is called _____.

- A. Value chain.

- B. Supply chain.
- C. Enterprise system.
- D. Process chain.

ANSWER: B

130. A method of interacting with customers such as a Web site or a wireless device is called

_____.

- A. Demand point.
- B. Customer service model.
- C. Sales force point.
- D. Touch point.

ANSWER: D

131. E-commerce is ubiquitous it reduces _____.

- A. Marketspace.
- B. Transaction costs.
- C. Dynamic pricing.
- D. Price discrimination.

ANSWER: B

132. A formal document would be classified as _____.

- A. Data.
- B. Unstructured knowledge.
- C. Structured knowledge.
- D. Semistructured knowledge.

ANSWER: C

133. Who are the people that actually use the system to perform or support the work to be completed?

- A. System analysts.
- B. System designers.
- C. System owners.
- D. None of the above.

ANSWER: D

134. Which is not a typical business function?

- A. Sales.
- B. Service.
- C. Manufacturing.
- D. Benefits and Compensation.

ANSWER: D

135. Which type of system tracks day-to-day activities of an organization?

- A. Transaction processing system (TPS).
- B. Management information system (MIS).
- C. Decision-support system (DSS).
- D. Executive support system (ESS).

ANSWER: A

136. Which of the following consists of all the hardware and software that a firm needs to achieve its business objectives?

- A. Database technology.

- B. Networking technology.
- C. Storage technology.
- D. Information technology.

ANSWER: D

137. A supply strategy in which components arrive exactly at the moment they are needed is called _____.

- A. Bullwhip effect.
- B. Demand planning.
- C. Just-in-time.
- D. Pull-based model.

ANSWER: C

138. Where, when and how to apply knowledge is referred as _____.

- A. Wisdom.
- B. Information.
- C. Data.
- D. Knowledge.

ANSWER: A

139. _____ is (are) the important component(s) of DSS.

- A. Dialogue Management.
- B. Model Management.
- C. Model Management.
- D. All the above.

ANSWER: D

140. Developing Products, Services, or Process that give a Company a Superior Business Position is termed as _____.

- A. Monopoly.
- B. Top Performance.
- C. Productivity.
- D. Competitive Advantage.

ANSWER: D

141. Prototyping replaces unplanned work with _____.

- A. End-user practices.
- B. System analysis.
- C. Hard-copy analysis.
- D. Planned iteration.

ANSWER: D

142. User training and system conversion belong to _____ phase of SDLC

- A. Analysis.
- B. Design.
- C. Implementation.
- D. Maintenance.

ANSWER: C

143. ESS and GDSS are mostly used by _____.

- A. Senior Executive.

- B. Middle Managers.
- C. Operational Managers.
- D. Data Workers.

ANSWER: A

144. Determining whether reliable hardware and software required by a proposed system is available or can be acquired by the computer using organization is called _____.

- A. Cost/benefit analysis.
- B. Economic feasibility.
- C. Operational feasibility.
- D. Technical feasibility.

ANSWER: D

145. The person who ensures that systems are developed on time, within budget, and with acceptable quality is a _____.

- A. System designer.
- B. Project manager.
- C. Systems owner.
- D. External system user.

ANSWER: B

146. A task of developing a technical blueprint and specifications for a solution that fulfills the business requirements is undertaken in the following phase of the system development process is _____.

- A. System initiation.
- B. System implementation.
- C. System analysis.
- D. System design.

ANSWER: D

147. An information system that supports the planning and assessment needs of executive management is _____.

- A. DSS.
- B. TPS.
- C. ERP.
- D. None of the above.

ANSWER: D

148. The majority of publically available internet information sources are _____.

- A. Created in XML.
- B. Structured information.
- C. Normal information.
- D. Unstructured information.

ANSWER: D

149. Decisions in which the decision maker must provide judgment, evaluation, and insights into the problem definition would be characterized as _____.

- A. Structure.
- B. Semistructure.
- C. Unstructure.
- D. None of the above.

ANSWER: C

150. Which one of the following is a function of the systems analysis stage?

- A. Developing the functional requirements of the system.
- B. Conducting a feasibility study.
- C. Hardware acquisition.
- D. Personnel training.

ANSWER: A

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