

INF1505
RIN1505(479304) October/November 2017
(497559)**INTRODUCTION TO BUSINESS INFORMATION SYSTEMS**

Duration 2 Hours

60 Marks

EXAMINERS

FIRST

SECOND

MR ME BOGOPA

MRS ID SCHOLTZ

Closed book examination

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This paper consists of 15 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 computerized mark-reading sheet
- 4 The mark-reading sheet 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

[TURN OVER]

INFORMATION SYSTEMS: AN OVERVIEW**Question 1**

In accordance with Porter's Five Forces model, _____ power is high when customers have fewer options and low when customers have more options

1. buyer
2. prospect
3. user
4. supplier

Question 2

A typical PDA includes a(n) _____.

1. external monitor
2. address book
3. mouse
4. external keyboard

Question 3

~~As an HRIS specialist at your local IT Company What is your job description?~~

1. Manage one or more administrative human resources functions, such as maintaining and managing employee benefits, schedules, and payroll
2. Aid in the development and testing of product designs, and often includes cad
3. Controls information technology devices of the company such as wireless network devices and other hardware
4. Manage information about customers, past purchases, interests, and more

Question 4

You have taken a temporary position as an IT consultant for a large firm with a variety of database solutions that you and your team are working to consolidate into one enterprise-wide solution. You are currently in the process of gathering information about where things stand with each of the individual database solutions. You need to speak with the person responsible for creating the data dictionary. Who do you contact?

1. Database analyst
2. ~~Data developer~~
3. Database administrator
4. Web analytics expert

COMPUTERS: THE MACHINES BEHIND COMPUTING**Question 5**

A ____ is the size of a character

- 1 nibble
- 2 bit
- 3 byte
- 4 word

Question 6

CD-ROMs and DVDs are examples of ____

- 1 magnetic tapes
- 2 RAM
- 3 optical discs
- 4 main memory

Question 7

The control programs managing computer hardware and software perform the ____ function to control and prioritize tasks performed by the CPU

- 1 Application management
- 2 Resource allocation
- 3 Data management
- 4 Job management

Question 8

An operating system (OS) is

- 1 a set of programs for controlling and managing computer hardware and software
- 2 a computer and all the software for managing network resources and offering services to a network
3. is a collection of disk drives used for fault tolerance, typically in large network systems
- 4 the main circuit board containing connectors for attaching additional boards

DATABASE SYSTEMS, DATA WAREHOUSES, AND DATA MARTS**Question 9**

Most data scientists have computer programming skills and are familiar with tools and technologies used to process big data, such as:

1. Hadoop
2. Pythan
3. Assembly
4. Cobol

Question 10

Your records in files are organized and processed in numerical order, or even typically in the order in which they were entered. What type of access method will you use to access your records?

1. Logical access file structure
2. Sequential access file structure
3. Random access file structure
4. indexed sequential access method

Question 11

Database designer create a database that stores data in tables that consist of rows and columns, each row has a primary key. Which data model did the database designer used?

1. relational
2. object-oriented
3. object-relational
4. multidimensional

Question 12

A data ____ stores definitions, such as data types for fields, default values, and validation rules for data in each field.

1. mart
2. mine
3. warehouse
4. dictionary

Question 13

In the _____ model, each record can have multiple parent and child records

- 1 network
- 2 operations
- 3 hierarchical
- 4 relational

Question 14

Which of the following is true of a flat file system?

- 1 Data redundancy is eliminated or minimized.
- 2 Data management is improved
- 3 More sophisticated security measures cannot be used
- 4 A variety of relationships among data can be easily maintained

**PERSONAL, LEGAL, ETHICAL AND ORGANIZATIONAL ISSUES OF
INFORMATION SYSTEMS**

Question 15

_____ generated by Web server software, record a user's actions on a Web site

- 1 Viruses
- 2 Spam mails
- 3 Image maps
- 4 Log files

Question 16

The following table shows a grid that can be used for assessing whether an action is legal and/or ethical.

	Legal	Illegal
Ethical	I	II
Unethical	III	IV

Where would the following situation fall in the above table A credit card company sells its customers mailing addresses to its competitors

- 1 Quadrant I
- 2 Quadrant II
3. Quadrant III
- 4 Quadrant IV

Question 17

Which of the following is a small text file that a web server stores on a user's hard drive?

- 1 worm
- 2 spike
- 3 **cookie**
- 4 payload

Question 18

Which of the following is an advantage of virtual organizations:

- 1 The time needed to develop new products is increased
- 2 Companies can respond to customers faster and more efficiently
- 3 Products can be customized more to respond to customers' needs.
- 4 **Each participating company can focus on what it does best, thus improving the ability to meet customers' needs.**

PROTECTING INFORMATION RESOURCES**Question 19**

_____ is capturing and recording network traffic. _____ is an attempt to gain access to a network by posing as an authorized user in order to find sensitive information

- a. Phishing
- b. Pharming
- c. Sniffing
- d. Spoofing

- 1 a and b
- 2 a and c
- 3 **b and d**
- 4 c and d

Question 20

Which of the following does your financial service institution use to secure the transactions you make using their phone banking service?

- 1 Facial recognition
- 2 **Voice recognition**
3. Iris analysis
- 4 Hand geometry

Question 21

What happens during a DDoS attack?

1. An unsuspecting computer is used to send an influx of confusing data messages or useless network traffic.
2. Antivirus software disables a virus and protects the computer or network from unauthorized access
3. Intruder use private information they have gathered to break into servers and networks and steal data.
4. A zombie army is used to attack computers or computer networks.

Question 22

Intrusion Detection Systems (IDS) protect against _____ and _____ access.

- a. Internal
- b. Physical security measures
- c. Biometric security measures
- d. external

1. a and d
2. b and c
3. a and d
4. b and c

DATA COMMUNICATION DELIVERING INFORMATION ANYWHERE AND ANYTIME

Question 23

All of the following are among the advantages of bus topology except?

1. It is easier to extend
2. It is very reliable
3. It handles steady traffic well.
4. Fault diagnostic is easy

Question 24

A(n) _____ is a journal or newsletter that is updated frequently and intended for the general public.

1. podcast
2. RSS feed
3. blog
4. wiki

[TURN OVER]

Question 25

What is a NIC?

1. a central communications device that allows computers and devices to transfer data wirelessly.
2. a communications device that enables a computer or device that does not have built-in networking capability to access a network.
3. a network that controls Internet communications.
4. a network device that controls the IP addresses of the nodes on a network

Question 26

When a wireless users connect via access point, a modem is required.

1. True
2. False

Question 27

Which of the following network topology is the most costly and it is difficult to maintain and expand?

1. Star
2. Ring
3. Bus
4. Mesh

THE INTERNET, INTRANETS AND EXTRANETS

Question 28

A Uniform Resource Locator is the same as which of the following?

1. Client DNS
2. Push-pull mechanism
3. ~~Web address~~
4. Hypertext Transfer Protocol (HTTP)

Question 29

A DNS server is able to identify which of the following?

1. every computer or device connected to the Internet
2. an IP address based on a domain name
3. the TLD for a given company
4. the browser being used by a mobile device

Question 30

Which of the following protocols is used for retrieving messages?

- 1 SMTP
- 2 POP
- 3 HTTP
- 4 VoIP

Question 31

Which of the following is true of the Internet?

- 1 It can be accessed by approved users only
- 2 It has a limited geographical scope
- 3 It is usually faster than an intranet
- 4 It has less security measures than an intranet

Question 32

What is the difference between a wiki and a blog?

1. Home users can use blogs but not wikis
2. Businesses create blogs but they do not create wikis
3. Users can modify posts in a wiki but they cannot modify posts made by a blogger
4. Blogs allow the sharing of ideas from all people while wikis allow sharing from only a single person

E-COMMERCE (ELECTRONIC COMMERCE)

Question 33

The type of e-commerce that involves electronic transaction between businesses is called _____.

- 1 Business-to-Business (B2B)
- 2 Consumer-to-Consumer (C2C)
- 3 Consumer-to-Business (C2B)
- 4 Government-to-Citizen (G2C)

Question 34

The ____ model transfers the old retail model to the e-commerce world by using the medium of the Internet.

- 1 merchant
- 2 brokerage
- 3 infomediary
- 4 mixed

Question 35

Which of the following are DISADVANTAGES of e-commerce?

- a. Bandwidth capacity problems
- b. Fragmented markets
- c. Security issues
- d. Accessibility

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

Question 36

Which of the following is a popular online payment system used for many online transactions?

- 1. e-cash
- 2 e-wallet
- 3 smart cart
- 4 paypal

Question 37

In the context of web marketing, which term refers to –one user viewing one advertisement?

- 1. Click
- 2. Banner ads
- 3. Pop-up ads
- 4. Ad impression

BUILDING SUCCESSFUL INFORMATION SYSTEMS

Question 38

In the design phase, the ____ design is an overview of the system and does not include hardware or software choices.

- 1 technical
- 2. physical
- 3. conceptual
- 4 logical

Question 39

In your work in the IT department, you as the system analyst of the department you must identify all tangible and intangible benefits and operating costs of the proposed system. Which feasibility study is suitable for the situation?

- 1 application developer
- 2 database designer
- 3 web developer
- 4 systems analyst

Question 40

During the planning phase, the systems designer must define the symptoms rather than the underlying problem.

1. True
2. False

Question 41

The systems development life cycle (SDLC) is also known as the _____.

1. ad hoc cycle
2. self-sourcing model
3. agile cycle
4. waterfall model

Question 42

Your new software project manager is OK with requirements that are not fully specified up front. He recommends a team-based approach to development. He is very likely to be a proponent of the _____ approach to software development.

- 1 Waterfall
- 2 SOA
3. Agile
- 4 RAD

ENTERPRISE SYSTEMS

Question 43

In service organizations, the link in the supply chain includes _____.

- 1 product
- 2 information
- 3 location
4. finances

Question 44

Which of the following is not a benefit associated with knowledge management?

- 1 It helps leverage the expertise of people across the organisation.
- 2 It helps capture the expertise of key individuals before they retire
- 3 It helps contain the specialized knowledge of experts to a few people on a need-to-know basis
- 4 It fosters innovation by encouraging the free flow of ideas.

Question 45

The _____ component of an ERP system provides B2C information related to order status and B2B information related to suppliers and business partners

- 1 Unified database
2. Supply chain
3. CRM
4. e-commerce

Question 46

Amazon.com, suggests products you might enjoy, based on your past browsing and purchasing habits, this is an example of _____

- 1 personalization
2. customization
- 3 cross-selling
- 4 reverse auction

MANAGEMENT SUPPORT SYSTEMS

Question 47

In the context of the phases of the decision-making process, which phase has the following three parts?

- Determine what the reality is
 - Get a better understanding of the problem by collecting data and information about it
 - Gather data and information needed to define alternatives for solving the problem
- 1 Design phase
 2. Intelligence phase
 - 3 Choice phase
 - 4 Implementation phase

Question 48

A budget preparation is a type of _____ decision at the tactical management level.

- 1 automated
- 2 semi-structured
- 3 unstructured
- 4 structured

Question 49

THREE major components of a DSS (Decision Support System) include _____, _____ and _____

1. user interface, explanation facility, inference engine
2. model base, DSS engine, inference engine
- 3 database, model base, user interface
4. data engine, database, model base

Question 50

Typically, requirements for what the model should do come from the _____, implementation of the model is carried out by the _____, and specifications for the model come from the _____

- 1 managerial designer, model builder, technical designer
- 2 technical designer, model builder, managerial designer
- 3 technical designer, managerial designer, model builder
- 4 managerial designer, technical designer, model builder

Question 51

Which of the following electronic meeting systems allows a group of people to interact with their workstations and share files?

- 1 Real-time computer conferencing
- 2 Video teleconferencing
- 3 Desktop conferencing
- 4 Digital dashboard conferencing

INTELLIGENT INFORMATION SYSTEMS**Question 52**

One of the requirements of a computer that can support artificial intelligence is to:

1. derive solutions to problems by examining all possible outcomes
2. anticipate human needs and respond to them
3. communicate non-verbally with humans
4. be able to deal with new situations based on previous learning

[TURN OVER]

Question 53

Which of the following is not a category of NLP system?

1. Computer code generator
2. Interface to databases
3. Machine translation
4. Text scanning

Question 54

_____ is an example of a programming language for controlling robots.

1. Extensible Markup Language (XML)
2. A Manufacturing Language (AML)
3. Microsoft C++
4. Scalable Vector Graphics (SVG)

Question 55

Which of the following is not among the characteristics of a sophisticated intelligent agent?

1. Adaptability
2. Collectivity
3. Reactivity
4. Mobility

Question 56

Which of the following is not among the components of an expert system?

1. User interface
2. Credit rating facility
3. Inference engine
4. Knowledge acquisition facility

EMERGING TRENDS, TECHNOLOGIES AND APPLICATIONS

Question 57

With _____ technology, a Web server delivers information to users who have signed up for this service instead of waiting for user requests to send the information.

1. push
2. pull
3. SaaS
4. Wireless

Question 58

Within the context of virtual reality technology, _____ refers to giving objects in a virtual reality environment texture and shading for a 3D appearance

1. interaction
2. simulation
3. telepresence
4. immersion

Question 59

The following list describes the CHARACTERISTICS of _____

- Broadband wireless technology
- Based on the IEEE 802.16 standards
- Designed for wireless metropolitan area networks
- Suffers from interference from other wireless devices, high costs, and interruptions from weather conditions

1. Bluetooth
2. Infrared
3. Wireless Fidelity (Wi-Fi)
4. Worldwide Interoperability for Microwave Access (WiMAX)

Question 60

Cloud computing is a computing environment in which software and storage are provided as an Internet service and accessed by users with their _____

1. Web browser
2. Mobile computing device such as a smartphone or tablet
3. Search engine
4. Virtual Private Network (VPN)

PART 1 (GENERAL/ALGEMEEN) DEEL 1

STUDY UNIT (E.G. PSY100 X)
STUDIE-EENHEID (BV PSY100-X)

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INITIALS AND SURNAME
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EXAMINATION CENTRE (E.G. PRETORIA)
EKSAMENSENTRUM (BV PRETORIA)

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PART 2 (ANSWERS/ANTWOORDE) DEEL 2

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P	S	Y	1	0	0	-	X
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- ② The paper number pertains only to first-level courses consisting of two papers

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 for the second. If only one paper, then leave blank

- ③ Fill in your initials and surname
- ④ Fill in the date of the examination
- ⑤ Fill in the name of the examination centre
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- ⑦ In each vertical column mark the digit that corresponds to the digit in your student number as follows [-]
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NB Your unique paper number appears at the top of your examination paper and consists only of digits (e.g. 403326)
- ⑨ In each vertical column mark the digit that corresponds to the digit number in your unique paper number as follows [-]
- ⑩ Question numbers 1 to 140 indicate corresponding question numbers in your examination paper. The five spaces with digits 1 to 5 next to each question number indicate an alternative answer to each question. The spaces of which the number correspond to the answer you have chosen for each question and should be marked as follows [-]
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