KOLEJ UNIVERSITI TUNKU ABDUL RAHMAN

FACULTY OF ACCOUNTANCY, FINANCE AND BUSINESS

ACADEMIC YEAR 2017/2018

JANUARY/FEBRUARY EXAMINATION

AACS1733 INFORMATION TECHNOLOGY & SYSTEMS

FRIDAY, 2 FEBRUARY 2018   TIME: 2.30 PM – 4.30 PM (2 HOURS)

DIPLOMA IN BUSINESS STUDIES (ACCOUNTING)
DIPLOMA IN BUSINESS STUDIES (BANKING & FINANCE)
DIPLOMA IN BUSINESS STUDIES (BUSINESS ADMINISTRATION)
DIPLOMA IN BUSINESS STUDIES (BUSINESS ECONOMICS)
DIPLOMA IN BUSINESS STUDIES (E-COMMERCE & MARKETING)
DIPLOMA IN BUSINESS STUDIES (FINANCE & INVESTMENT)
DIPLOMA IN BUSINESS STUDIES (HUMAN RESOURCE MANAGEMENT)
DIPLOMA IN BUSINESS STUDIES (INTERNATIONAL BUSINESS)
DIPLOMA IN BUSINESS STUDIES (LOGISTICS & SUPPLY CHAIN MANAGEMENT)
DIPLOMA IN BUSINESS STUDIES (MARKETING)
DIPLOMA IN BUSINESS STUDIES (RETAIL MANAGEMENT)

DIPLOMA IN ENTREPRENEURSHIP

DIPLOMA IN BANKING & FINANCE

Instructions to Candidates:

SECTION A: (25 marks)
Answer **ALL** questions.
Write your answers in the answer booklet.

SECTION B: (75 marks)
Answer **ALL THREE** (3) questions.

This question paper consists of 4 questions on 8 printed pages.

Question 1 (COMPULSORY – 25 MARKS)
Write your answer in the answer booklet.

1.1   A (n) _____ is a set of programs containing instructions that work together to coordinate all the activities among computer hardware resources.

   A. operating system
   B. software
   C. device driver
   D. hardware

1.2   Which of the following is **NOT** a wireless transmission media?

   A. Fiber-optic cable.
   B. Infrared transmission.
   C. Near Field Communication (NFC).
   D. Bluetooth.

1.3   Which type of information system is used to summarize, compare data, and generate timely and accurate information for low and middle management to monitor and control the internal operations of an organization?

   A. Office Automation System (OAS).
   B. Transaction Processing System (TPS).
   C. Management Information System (MIS).
   D. Decision Support System (DSS).

1.4   _____ is data file which contain relatively permanent records that are generally updated periodically.

   A. Transaction file
   B. Backup file
   C. Maintenance file
   D. Master file

1.5   Following are applications of electronic commerce **EXCEPT**:

   I   E-Boutiques.
   II   Supply Chain Management.
   III   Auctions.
   IV   Online Real Estate Services.

   A. I, II.
   B. II, IV.
   C. III, IV.
   D. II only.

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1.6   Which of the following are the examples of storage medium?

I   Optical disc.
II   Floppy disk drive.
III   CD-ROM drive.
IV   DVD-ROM.

A. II, III.
B. II, IV.
C. I, II.
D. I, IV.

1.7   Which of the following is the advantage of using information systems?

A. The confidential information of company may disclosed by strangers.
B. Information systems can help to speed up the performance of business processes in an organization.
C. With the use of information systems, the number of people required to perform a task can be increased.
D. Managers are unable to retrieve company wide and cross-functional information for decision making.

1.8   Which of the following is **NOT** an advantage of Supply Chain Management (SCM)?

A. Reduce the inventory across the supply chain.
B. Decrease costs and increase revenues.
C. Allows customization.
D. Improved inter-enterprise coordination.

1.9   _____ is the process of altering readable data into unreadable form before sending it over the Internet.

A. Encryption
B. Backup utilities
C. Anti- virus program
D. Decryption

1.10   Which of the following is **NOT** a physical environment control?

A. Power failure.
B. Fire controls.
C. File backup.
D. Audit trail.

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1.11   All of the following are services of Internet EXCEPT:

A. Instant messaging.
B. Social networks.
C. Personal area network.
D. Search engines.

1.12   Which of the following correctly describe an application of Decision Support Systems (DSS)?

A. Retailers use DSS to have a better understanding of consumers buying patterns, preferences and tastes so that they can serve them better and so that consumers return.
B. DSS is a system at an airlines office which processes flight reservation transactions received from passengers.
C. DSS used in supermarket to process goods purchased by consumers at the check-out points.
D. DSS is a system that provides marketing manager with demand report regarding the sales volume of specific products.

1.13   Which of the following are NOT the characteristics of valuable information?

I   Reliable.
II   Complex.
III   Secure.
IV   Irrelevant.

A. I, III.
B. II, IV.
C. I, II, III.
D. I, III, IV.

1.14   _____ is a set of logically related tasks that convert or transform data into useful information.

A. Processing
B. Data
C. Knowledge
D. Information

1.15   An _____ is a security measure that defines who can access a computer, when they can access it, and what actions they can take while accessing the computer.

A. access control
B. authentication
C. audit trail
D. authorization

1.16 *"Operating system allocates a portion of the storage medium to function as additional RAM."*

Which of the following is suitable to perform the above task?

A. Virtual memory.
B. Hard disk.
C. Optical disc.
D. Read Only Memory (ROM).

1.17 Which of the following is **NOT** an output device?

A. Printer.
B. Projector.
C. Headset.
D. Scanner.

1.18 _____ is system software that allows a user to perform maintenance task such as managing a computer, its device and program.

A. Operating system
B. Utility program
C. CAD software
D. Application software

1.19 Which of the following is **NOT** a common function of Database Management Systems (DBMSs)?

A. File retrieval and maintenance.
B. Data security.
C. Control the hardware.
D. Backup and security.

1.20 _____ is a network that connects computer systems and devices within a small area such as an office, home or several floors in a building.

A. Wide Area Network (WAN)
B. Metropolitan Area Network (MAN)
C. Local Area Network (LAN)
D. Personal Area Network (PAN)

1.21   _____ relies on the use of wireless devices such as smart phones and PDAs to place orders and conduct business anywhere and anytime in a wireless environment.

A. Mobile commerce
B. Electronic commerce
C. Electronic retailing
D. Electronic exchange

1.22   _____ is a communication standard that enables business partners to exchange routine documents, such as purchase orders electronically.

A. Electronic data interchange (EDI)
B. Extranet
C. Enterprise Resource Planning (ERP)
D. Supply Chain Management (SCM)

1.23   A (n) _____ refers to the management of the flow of materials, information, money and services from raw material suppliers, through factories and warehouses, to the end customers.

A. Customer Relationship Management (CRM)
B. Supply Chain Management (SCM)
C. Enterprise Resource Planning (ERP)
D. Office Automation System (OAS)

1.24   Which of the following is **NOT** the module involved in Human Resource Information System?

A. Budgeting Module.
B. Personnel module.
C. Training module.
D. Compensation and Benefits module.

1.25   _____ is a special eavesdropping program used by another computer to monitor information that travels between two computers in a computer network.

A. Hacking
B. Phishing
C. Sniffing
D. Denial of service

SECTION B (ANSWER ALL QUESTIONS - 75 MARKS)

Question 2

a)   List and describe any **THREE (3)** components of an information system. (9 marks)

b)   With the aid of examples, differentiate *data* from *information*.   (4 marks)

c)   Explain and suggest **TWO (2)** suitable usage of each of the following:

      (i)   Storage device.   (4 marks)

      (ii)   Laser Printer.   (4 marks)

      (iii)   Supercomputer.   (4 marks)

[Total: 25 marks]

Question 3

a)   *"John would like to install a photo editing software which is free of charge and does not have any limitation of function or trial period."*

      According to the above situation, suggest the most suitable source of application software to John. Briefly describe the source of application software that you have chosen.   (4 marks)

b)   Give **ONE (1)** suitable type of utility program for each of the situation below:

      (i)   Anna would like to use this utility program to compress some files into a format that is smaller in size.   (1 mark)

      (ii)   Daniel would like to use this utility program to detect and protect a personal computer from viruses, worms, and Trojan horse.   (1 mark)

      (iii)   James would like to use this utility program to make an extra copy of the data on hard disk for security purpose.   (1 mark)

      (iv)   Louis would like to use this utility program to reorganize the files and unused space on a hard disk in order to improve the access speed of a computer.
(1 mark)

Question 3 (Continued)

c) Company A would like to store his employees' details into a database instead of a computer file based system.

    (i)   Briefly explain **TWO (2)** benefits of using a database system.   (4 marks)

    (ii)   Draw an Employee table that consists of 5 fields and 1 record.   (6 marks)

    (iii)   Define what *common field* is and provide an example of a suitable common field for Question 3 (c) (ii).   (3 marks)

d) Distinguish between *intranets* and *extranets*.   (4 marks)

[Total: 25 marks]

Question 4

a) Name **ONE (1)** popular e-commerce system in use today. Explain why this is considered as an e-commerce system. Describe **THREE (3)** ways you have benefited from using this system.   (12 marks)

b) *"Company X would like to understand and anticipate the needs of current and potential customers to increase customer retention and loyalty while optimizing the way the products and services are sold."*

Suggest a suitable system to the company and explain how the suggested system can help achieve the above mentioned goals.   (7 marks)

c) SC Bank has 30 branches located in various cities in Malaysia. Different levels of management need to make different types of decisions. For each level, list and describe the type of decision they need to make.

Level of management	Types of decision
Top Management	(i) _____
Middle Management	(ii) _____
Operational management	(iii) _____

(6 marks)

[Total: 25 marks]

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