



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22
Programme – Bachelor of Business Administration
Course Name – Management Information System
Course Code - BBA205
(Semester II)

Time allotted : 1 Hrs.25 Min.

Full Marks : 70

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 70=70

Choose the correct alternative from the following :

- (1) Management information systems (MIS)

a) create and share documents that support day-to-day office activities	b) process business transactions (e.g., time cards, payments, orders, etc.)
c) capture and reproduce the knowledge of an expert problem solver	d) use the transaction data to produce information needed by managers to run the business
- (2) The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate, and maintain the information system is

a) information worker	b) internal system user
c) external system user	d) systems builder
- (3) If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an

a) CRM	b) intranet
c) ERP	d) extranet
- (4) Which of the following is not a technology driver for an information system?

a) enterprise applications	b) object technologies
c) knowledge asset management	d) collaborative technologies
- (5) Which of the following is a deliverable of the system implementation phase in a formal system development process?

a) technical hardware and software solution for the business problem	b) business problem statement
c) statement of the system users' business requirements	d) none of the above
- (6) The application of information to scan an organisation's environment is:

a) external communication	b) information overload
c) sensing.	d) internal communication

- (7) When a bank uses information to launch a personalised credit card product this:
- a) manages risks
 - b) creates a new opportunity
 - c) adds value
 - d) reduces costs
- (8) When a bank uses business performance management software to monitor its performance in different regions this
- a) manages risks
 - b) creates a new opportunity
 - c) adds value
 - d) reduces costs
- (9) When a bank offers web self-service for customers to answer their questions, the primary outcome is:
- a) manages risks
 - b) creates a new opportunity
 - c) adds value
 - d) reduces costs
- (10) The general transformation cycle for information is:
- a) information to data to knowledge
 - b) data to knowledge to information
 - c) data to information to knowledge
 - d) none of the above
- (11) Monitoring the legal constraints which a company operates under requires review of:
- a) a company's customers.
 - b) a company's outputs.
 - c) a company's macro-environment
 - d) company's micro-environment
- (12) Records management:
- a) is a discipline limited to digitised paper documents
 - b) is a discipline limited to library books
 - c) is a discipline limited to paper documents
 - d) none of the above
- (13) A web blueprint depicts:
- a) the layout of an individual web page
 - b) the layout of the home page
 - c) the layout of an index page
 - d) the layout of a website
- (14) Which of the following statements describes a taxonomy?
- a) A browsable hierarchy
 - b) A list of equivalent terms
 - c) A complex controlled vocabulary showing relationships
 - d) Information
- (15) What should not be part of an acceptable use policy?
- a) Allowable use of systems
 - b) Legal obligations
 - c) Encryption policies
 - d) User responsibilities
- (16) Contemporary Information Systems are interfacing with customers and suppliers using :
- a) BPR
 - b) CRM
 - c) SCM
 - d) All of them
- (17) Which is not a typical business function?
- a) Sales
 - b) Service
 - c) Manufacturing
 - d) Benefits and Compensation
- (18) The flow of transactions through business processes to ensure appropriate checks and approvals are implemented is called:
- a) procedures
 - b) work flow
 - c) process flow
 - d) process requirements
- (19) Which of the following is part of the four main types for e-commerce?
- a) B2B
 - b) B2C
 - c) C2B
 - d) All of the above
- (20) Which type deals with auction?

- a) B2B
c) C2B
- b) B2C
d) C2C
- (21) In which website Global Easy Buy is facilitated?
a) Ebay.com
c) Yepme.com
- b) Amazon.com
d) None of the above
- (22) Which products are people most likely to be more uncomfortable buying on the Internet?
a) Books
c) Movies
- b) Furniture
d) All of the above
- (23) Digital products are best suited for B2C e-commerce because they
a) Are commodity like products
c) Can be delivered at the time of purchase
- b) Can be mass-customized and personalized
d) All of the above
- (24) When a transaction is processed online, how can the merchant verify the customer's identity?
a) use secure sockets layers
c) use electronic data interchange
- b) use secure electronic transactions
d) use financial electronic data interchange
- (25) What is a model of a proposed product, service, or system?
a) Prototyping
c) Proof-of-concept prototype
- b) Prototype
d) Selling prototype
- (26) What is an internal organizational Internet that is guarded against outside access by a special security feature called a firewall (which can be software, hardware, or a combination of the two)?
a) Client/server network
c) Extranet
- b) Intranet
d) Virus
- (27) What is a separate facility that does not have any computer equipment but is a place where the knowledge workers can move after the disaster?
a) Disaster recovery plan
c) Cold site
- b) Hot site
d) None of the above
- (28) Which factor determines who has the right to access different types of IT systems and information?
a) Availability
c) Reliability
- b) Accessibility
d) None of the above
- (29) Which factor represents how well your system can adapt to increased demands?
a) Availability
c) Reliability
- b) Accessibility
d) Scalability
- (30) What is a set of conditions used to measure how well a product or system functions?
a) Flexibility
c) Capacity planning
- b) Performance
d) Benchmark
- (31) What automates business processes?
a) Workflow
c) Workflow system
- b) ASP
d) EIP
- (32) Which is not a function of ERP?
a) Warehousing
c) scheduling
- b) sales
d) None of the above
- (33) What floods a Web site with so many requests for service that it slows down or crashes?
a) Computer virus
- b) Worm

- c) keyboard, OCR, pen, and voice recognition d) all of the above
- (47) Open database connectivity (ODBC) tools are an example of:
a) layerware b) tool kit
c) interfaceware d) middleware
- (48) A cross life-cycle activity of system development is
a) object modeling b) prototyping
c) fact-finding d) data modeling
- (49) Which of the following phases is unique to the commercial application package implementation strategy as opposed to the rapid application development strategy
a) problem analysis b) construction and testing
c) scope definition d) business process design
- (50) All of the following are phases of systems analysis, except
a) decision analysis phase b) requirements analysis phase
c) problem analysis phase d) design analysis phase
- (51) Prototypes are used in
a) model-driven analysis b) object-oriented analysis
c) traditional approaches d) accelerated systems analysis
- (52) Which of the following is NOT a feasibility analysis criterion?
a) technical feasibility b) schedule feasibility
c) operational feasibility d) resource feasibility
- (53) A property or quality the system must have is called a:
a) scope b) functional requirement
c) preliminary requirement d) nonfunctional requirement
- (54) Which one is NOT a common fact-finding technique?
a) prototyping b) interviews
c) research and site visits d) reverse engineering
- (55) A fact-finding technique that involves a large number of observations taken at random intervals is called:
a) randomization b) stratification
c) people sampling d) work sampling
- (56) Which of the following types of questions should not be asked on an interview?
a) closed-ended questions b) biased questions
c) loaded questions d) All of these
- (57) Which one of the tests is performed on a subset of a program?
a) subset test b) unit test
c) stub test d) program test
- (58) If you need a student to select from a list of eighty courses of the university's on-line catalogue, your best choice for a GUI control would be:
a) check box b) radio buttons
c) drop-down list d) Internet hyperlink
- (59) A turnaround output is an example of
a) internal output b) external output
c) summary output d) none of the above
- (60) Which of the following information system supports planning and assessment needs of executive management?

- a) TPS
c) DSS
- (61) Factory workers are in
a) Top level management
c) lower level management
- (62) Information is a
a) Processed data
c) Affiliate programs
- (63) Full form of MIS is
a) management infortaics system
c) managerial information system
- (64) Feedback is a part of
a) Organizing
c) directing
- (65) Volatile memoy is
a) HDD
c) ROM
- (66) Sorting is avialable in
a) MS Word
c) Both of them
- (67) Income tax payment in online is
a) B2B
c) G2C
- (68) SAP is a
a) Software
c) Firewall
- (69) Customer Relationship Management is about
a) Acquiring the right customer
c) Motivating employees
- (70) total customer benefits' includes
a) Product benefits
c) Image benefit
- b) MIS
d) NONE OF THESE
- b) middle level management
d) None of these
- b) Proccesed feedback
d) None of these
- b) management information sysem
d) None of these
- b) staffing
d) controlling
- b) RAM
d) Motherword
- b) MS Excel
d) None of them
- b) B2C
d) None of them
- b) Virus
d) None of them
- b) Instituting the best processes
d) All of the above
- b) Services benefit
d) All of above