FINAL
Examination Paper

(COVER PAGE)

Session : May 2005

Programme : Diploma in Information and Communication Technology

Course : CSC 288 : Management Information System

Date of Examination : August 10, 2005

Time : 4.00 pm – 7.00 pm  Reading Time : Nil

Duration : 3 Hours

Special Instructions :

This paper consists of SIX (6) questions. Answer any FOUR (4) questions in the answer booklet provided. All questions carry equal marks.

Materials permitted :

Nil

Materials provided :

Nil

Examiner(s) : Tang Yang Tze, Sunita Rani & Tan Choon Hai

Moderator : Ms. Jade Thum Yun Seong

This paper consists of 4 printed pages, including the cover page.
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Question 1

a) Define the term ‘information system’. Explain the importance of information system to business enterprises. (5 marks)

b) Briefly describe what are the FIVE (5) major types of business functions that can be supported by information systems. (10 marks)

c) The emergence of global economy is one of the major trends in today’s global business environment. Identify and explain what are the FOUR (4) changes in the business environment caused by the globalization. (10 marks)

Question 2

a) Business information systems rely on the secondary storage technology for effective storage and availability of data. Briefly describe FOUR (4) types of secondary storage technologies for storing large volume of information. (8 marks)

b) Explain each of the following terms.
   i. Batch processing
   ii. Online processing
   iii. Parallel processing
   iv. Distributed processing (8 marks)

c) Recommend FOUR (4) types of input devices that can improve interactivity and ease of for users to enter data and instructions into the computer systems. (4 marks)

d) Suggest FIVE (5) areas in the supply chain where a Supply Chain Management (SCM) system can be of use. (5 marks)
Question 3

a) Discuss the TWO (2) types of administration involved in the development of a database system. (5 marks)

b) Briefly describe FIVE (5) potential problems of using a traditional file system to manage information in an organization. (10 marks)

c) Distinguish between the data definition language (DDL) and data manipulation language (DML). (6 marks)

d) Briefly explain what is a data warehouse. Give TWO (2) possible benefits which could be obtained from using data warehouse to manage the business organizations. (4 marks)

Question 4

a) Define each of the following terms.

i. Internet
ii. Internet Service Provider (ISP)
iii. Uniform Resource Locator (URL) (6 marks)

b) Suggest THREE (3) Internet technologies that can be used to protect the databases within an enterprise network. (9 marks)

c) Discuss what are the FOUR (4) types of Internet applications that can be used to disseminate information to a group of users. (10 marks)
Question 5

a) Briefly explain what are the SIX (6) types of system specifications that must be addressed when designing a system. (6 marks)

b) The feasibility study of a proposed system is an important part for the development of a business information system, particularly in the system analysis process. Discuss THREE (3) major areas of feasibility that must be addressed in this study. (9 marks)

c) Explain how prototyping serves as an alternative approach to developing an information system. Briefly describe the major steps in prototyping. (10 marks)

Question 6

a) Briefly describe what are the TWO (2) basic types of Decision Support Systems (DSS). (6 marks)

b) Briefly explain what are the SIX (6) software tools found in a Group Decision Support System (GDSS). (6 marks)

c) Describe the following security techniques used to protect data transmitted via a network or the Internet.

i. Encryption
ii. Authentication
iii. Message integrity
iv. Digital signature

(8 marks)

d) Suggest and briefly describe what are the FIVE (5) general controls that can be used to protect the information system and databases of an organization. (5 marks)