1. Management information systems (MIS)
   a. create and share documents that support day-today 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. systems owner
   d. external system user

3. The person who ensures that systems are developed on time, within budget, and with acceptable quality is a
   a. systems designer
   b. project manager
   c. systems owner
   d. external system user

4. Which one of the following is not a business driver for an information system?
   a. business process redesign
   b. knowledge asset management
   c. proliferation of networks and the Internet
   d. security and privacy

5. 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

6. 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

7. 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. technical blueprint and specifications for a solution that fulfills the business requirements
8 An information system that supports the planning and assessment needs of executive management is
   a. DSS
   b. TPS
   c. ERP
   d. MIS

9 The application of information to scan an organisation’s environment is:
   a. external communication.
   b. information overload.
   c. sensing.
   d. internal communication.

10 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.

11 When a bank uses business performance management software to monitor its performance in
    differences regions this:
    a. reduces costs.
    b. manages risks.
    c. adds value.
    d. creates a new opportunity.

12 When a bank offers web self-service for customers to answer their questions, the primary outcome is:
    a. adds value.
    b. manages risks.
    c. reduces costs.
    d. creates a new opportunity.

13 The most important attribute of information quality that a manager requires is:
    a. relevance.
    b. media.
    c. presentation.
    d. timeliness.

14 To improve the performance of a business process, which of the following is most relevant?
    a. Input.
    b. Processing.
    c. All of the above.
    d. Control and feedback

15 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. a company’s micro-environment.

16 The majority of publically available Internet information sources are:
    a. created in XML.
    b. structured information.
    c. normal information.
    d. unstructured information.

17 Which of the following should be represented on an information flow diagram?
    a. Entity
    b. Source
    c. Process
    d. Attribute
18 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

19 UML depicts information systems as a collection of:
   a. Entities
   b. Processes
   c. Data
   d. Objects

20 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. A historical data

21 Which of the following relates to enterprise interoperability?
   a. DFD
   b. Information flow diagram
   c. XML
   d. Entity relationship diagram

22 Which of the following is not a type of navigation system for a web site?
   a. National
   b. Global
   c. Contextual
   d. Regional

23 What should not be part of an acceptable use policy?
   a. Allowable use of systems
   b. Legal obligations
   c. Encryption policies
   d. User responsibilities

24 Use-case analysis focuses upon:
   a. data
   b. Objects
   c. Entities
   d. Actors

25 Contemporary Information Systems are interfacing with customers and suppliers using:
   a. BPR
   b. CRM
   c. Both A and B
   d. Both B and C

26 Information systems that support the business functions that reach out to suppliers are known as:
   a. back office information systems
   b. decision support systems
   c. expert information systems
   d. front office information systems

27 Which of the following is not a class of information system applications?
   a. database management system
   b. decision support system
   c. expert system
   d. management information system
28 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

29 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

30 Language-based, machine-readable representations of what a software process is supposed to do, or how a software process is supposed to accomplish its task is known as:
   a. prototyping
   b. software specifications
   c. application programs
   d. human engineering

31 A specification of how the user moves from window to window, interacting with the application programs to perform useful work is called:
   a. interface specifications
   b. software specifications
   c. user dialog
   d. prototyping specifications

32 Examples of keyless interfaces include:
   a. bar coding, OCR, pen, and voice recognition
   b. mouse, OCR, pen, and voice recognition
   c. keyboard, OCR, pen, and voice recognition
   d. all of the above

33 The first CMM level at which measurable goals for quality and productivity are established is
   a. Level 1
   b. Level 2
   c. Level 3
   d. Level 4

34 Project Management ensures that
   a. project’s risk is assessed
   b. project’s feasibility is assessed
   c. system is developed at minimum cost
   d. both A and B

35 The deliverable of the problem analysis phase is
   a. system improvement objectives
   b. problem statement
   c. statement of constraints
   d. statement of work

36 Which one is NOT a category of problems represented by the PIECES framework?
   a. control
   b. efficiency
   c. service
   d. technology

37 A cross life-cycle activity of system development is
   a. object modeling
   b. prototyping
   c. fact-finding
d. data modeling

38 An ongoing activity of systems support is
a. assisting users
b. adapting the system to new requirements
c. recovering the system
d. fixing software defects

39 Rapid Application Development (RAD) strategy includes all of the following, except
a. actively involves system users in the analysis, design, and construction activities
b. uses waterfall development approach to evolve system concept
c. organizes systems development into a series of focused, intense workshops
d. reduces the amount of time that passes before the users begin to see a working system

40 Request for quotation (RFQ) is
a. a document that compares business and technical requirements of a commercial application package against the capabilities and features of a specific commercial application package
b. a document that communicates business, technical, and support requirements for an application software package to vendors that wish to compete for the sale of that application package and services
c. a document that communicates business, technical, and support requirements for an application software package to a single vendor that has been determined as being able to supply that application package and service
d. a contract with management and the user community to develop or enhance an information system

41 A model-driven analysis approach that focuses on the structure of stored data in a system rather than on processes is
a. structured analysis
b. information engineering
c. rapid architected analysis
d. object-oriented analysis

42 All of the following are phases of systems analysis, except
a. decision analysis phase
b. requirements analysis phase
c. design analysis phase
d. problem analysis phase

43 Which of the following analysis techniques derive system models from existing system or discovery prototypes?
 a. rapid architected analysis
b. object-oriented analysis
c. data modeling
d. discovery prototyping

44 Prototypes are used in
a. model-driven analysis
b. object-oriented analysis
c. traditional approaches
d. accelerated systems analysis

45 Which of the following is NOT a feasibility analysis criterion?
a. technical feasibility
b. schedule feasibility
c. operational feasibility
d. resource feasibility

46 Which of the following phases identifies and expresses requirements, prioritizes requirements, updates project plan, and communicates the requirements statement?
a. logical design phase
b. decisions analysis phase
c. problem analysis phase
d. systems analysis phase
47 The tasks of defining acceptance tests, structuring functional requirements, and validating functional requirements are performed in which one of the phases?
   a. problem analysis phase
   b. decision analysis phase
   c. systems analysis phase
   d. logical design phase

48 The task of establishing system improvement objectives is performed in which phase of systems analysis?
   a. problem analysis phase
   b. logical design phase
   c. scope definition phase
   d. physical design phase

49 The task of identifying and expressing system requirements is performed in which phase of systems analysis?
   a. problem analysis phase
   b. logical design phase
   c. scope definition phase
   d. requirements analysis phase

50 Cause-and-effect analysis is performed in the following phase of systems analysis
   a. scope definition phase
   b. logical design phase
   c. requirements analysis phase
   d. problem analysis phase

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