



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
PGDMM/PGDSCM&L – Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.

Semester 2
PAPER –11

MANAGEMENT INFORMATION SYSTEMS

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks **Total : 100 Marks**
 2. Read instructions given on the OMR answer sheet and answer the questions.
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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
- DSS
 - TPS
 - ERP
 - MIS
- 9 The application of information to scan an organisation's environment is:
- external communication.
 - information overload.
 - sensing.
 - internal communication.
- 10 When a bank uses information to launch a personalised credit card product this:
- manages risks.
 - creates a new opportunity.
 - adds value.
 - reduces costs.
- 11 When a bank uses business performance management software to monitor its performance in differences regions this:
- reduces costs.
 - manages risks.
 - adds value.
 - creates a new opportunity.
- 12 When a bank offers web self-service for customers to answer their questions, the primary outcome is:
- adds value.
 - manages risks.
 - reduces costs.
 - creates a new opportunity.
- 13 The most important attribute of information quality that a manager requires is:
- relevance.
 - media.
 - presentation.
 - timeliness.
- 14 To improve the performance of a business process, which of the following is most relevant?
- Input.
 - Processing.
 - All of the above.
 - Control and feedback
- 15 Monitoring the legal constraints which a company operates under requires review of:
- a company's customers.
 - a company's outputs.
 - a company's macro-environment.
 - a company's micro-environment.
- 16 The majority of publically available Internet information sources are:
- created in XML.
 - structured information.
 - normal information.
 - unstructured information.
- 17 Which of the following should be represented on an information flow diagram?
- Entity
 - Source
 - Process
 - Attribute

- 18 A web blueprint depicts:
- the layout of an individual web page
 - the layout of the home page
 - the layout of an index page
 - the layout of a website
- 19 UML depicts information systems as a collection of:
- Entities
 - Processes
 - Data
 - Objects
- 20 Which of the following statements describes a taxonomy?
- A browsable hierarchy
 - A list of equivalent terms
 - A complex controlled vocabulary showing relationships
 - A historical data
- 21 Which of the following relates to enterprise interoperability?
- DFD
 - Information flow diagram
 - XML
 - Entity relationship diagram
- 22 Which of the following is not a type of navigation system for a web site?
- National
 - Global
 - Contextual
 - Regional
- 23 What should not be part of an acceptable use policy?
- Allowable use of systems
 - Legal obligations
 - Encryption policies
 - User responsibilities
- 24 Use-case analysis focuses upon:
- data
 - Objects
 - Entities
 - Actors
- 25 Contemporary Information Systems are interfacing with customers and suppliers using :
- BPR
 - CRM
 - Both A and B
 - Both B and C
- 26 Information systems that support the business functions that reach out to suppliers are known as:
- back office information systems
 - decision support systems
 - expert information systems
 - front office information systems
- 27 Which of the following is not a class of information system applications?
- database management system
 - decision support system
 - expert system
 - management information system

- 28 Who are the people that actually use the system to perform or support the work to be completed?
- system analysts
 - system designers
 - system owners
 - none of the above
- 29 The flow of transactions through business processes to ensure appropriate checks and approvals are implemented is called:
- procedures
 - work flow
 - process flow
 - 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:
- prototyping
 - software specifications
 - application programs
 - 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:
- interface specifications
 - software specifications
 - user dialog
 - prototyping specifications
- 32 Examples of keyless interfaces include:
- bar coding, OCR, pen, and voice recognition
 - mouse, OCR, pen, and voice recognition
 - keyboard, OCR, pen, and voice recognition
 - all of the above
- 33 The first CMM level at which measurable goals for quality and productivity are established is
- Level 1
 - Level 2
 - Level 3
 - Level 4
- 34 Project Management ensures that
- project's risk is assessed
 - project's feasibility is assessed
 - system is developed at minimum cost
 - both A and B
- 35 The deliverable of the problem analysis phase is
- system improvement objectives
 - problem statement
 - statement of constraints
 - statement of work
- 36 Which one is NOT a category of problems represented by the PIECES framework?
- control
 - efficiency
 - service
 - technology
- 37 A cross life-cycle activity of system development is
- object modeling
 - prototyping
 - 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
