

Midterm EXAMINATION Spring 2010
CS507 – information systems



Question No: 1 (M a r k s: 1)

Information should be tailored in accordance with the organization's culture and structure.

[True](#)

False

Reference - Page No.13

- Information should be tailored in accordance with the organization's culture and structure.

Question No: 2 (M a r k s: 1)

The information from the system not used for control purpose called-----

[Open loop system](#)

Closed loop system

Open end System

Reference - Page No.20

7.3.1 Open-Loop System

The determinant factor in an open loop system is that the information from the system not used for control purpose

Question No: 3 (M a r k s: 1)

A system is a group of -----that are integrated with the common purpose of achieving an objective.

Information

Data Sets

[Elements](#)

Reference - Page No.20

A system is a group of elements that are integrated with the common purpose of achieving an objective.

Question No: 4 (M a r k s: 1)

With a -----decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

Closed-loop

Open-loop

Closed System

Reference - Page No.26

With a closed-loop decision environment, there is the possibility of having very quick and very accurate feedback on the decision process.

Question No: 5 (M a r k s: 1)

The departmental structures are ----- in banking and financial sector.

[Different](#)

Same

Mixed

Reference - Page No.47 <http://www.vchowk.com>

13.1 Financial Sector

The departmental structures are different in banking and financial sector.

Question No: 6 (M a r k s : 1)

Information by itself is proving to be the most critical resource for organizations.

True

False

Reference - Page No.57

14.3 IT Department

Information by itself is proving to be the most critical resource for organizations.

Question No: 7 (M a r k s : 1)

Plans provide a direction but not framework for action.

True

False

Reference - Page No.67

Plans provide a direction and framework for action.

Question No: 8 (M a r k s : 1)

Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback.

True

False

Reference - Page No.89

21.2 Prototyping

"Prototyping is the process of quickly putting together a working model in order to test various aspects of the design to gather early user feedback."

Question No: 9 (M a r k s : 1)

Decision making is the cognitive process of selecting a course of action from among multiple alternatives:

True

False

Reference - Page No.59

Decision making is the cognitive process of selecting a course of action from among multiple alternatives.

Question No: 10 (M a r k s : 1)

The procedures to follow when decision is needed can be specified in advance

True

False

(zh, parishy,25-1-2011)

Question No: 11 (M a r k s : 1)

Companies are investing in data-driven decision support application frameworks to help them respond to

- Changing market conditions
- Customer needs

TRUE

FALSE

Ref : As opposed to model driven DSS, these systems use large pools of data found in major organizational systems. They help to extract information from the large quantities of

data stored. These systems rely on Data Warehouses created from Transaction Processing systems.

(zh, parishy,25-1-2011)

Question No: 12 (M a r k s: 1)

Board of Directors are elected from _____

Customers

Share holders

Employees

(zh, parishy,25-1-2011)

Question No: 13 (M a r k s: 1)

In _____ style managers allow employees to take part in decision making.

Authoritative

Mixed

Democratic

Reference - Page No.12

4.2.2 Participative

In a **Democratic** style, the manager allows the employees to take part in decision-making:

Question No: 14 (M a r k s: 1)

Closed System depends on _____ and data.

Internal resources

External resources

Procedures.

Reference - Page No.24

When we refer to a closed system we talk

of a system that is dependant on internal resources and data for decision making rather than external environment.

Question No: 15 (M a r k s: 1)

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

True

False

Reference - Page No.88

The spiral model emphasizes the need to go back and reiterate earlier steps a number of times as the project progresses.

Question No: 16 (M a r k s: 1)

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

True

False

Reference - Page No.92

• System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

Question No: 17 (M a r k s: 1)

Information requirements keep varying in accordance with Size of organization, its structure. Is it true?

No

Yes

Reference - Page No.6

2.4 Organization & Information Requirements

Organizations have various attributes which distinguish them from each other. No two organizations are similar in all respects. There have to have certain distinctive lines keeping them unique from each other.

Information requirements keep varying in accordance with

- Size of organization
- Its structure
- The Culture it follows
- Decision Making Structures
- Interested parties both internal and external

Question No: 18 (M a r k s: 1)

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Accounts should have a control over various recording points in the entire process from procurement to finished goods store room.

True

False

Reference - Page No.55

• Accounts and Finance

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

Question No: 19 (M a r k s: 1)

Which of the following are the examples of Primary sources?

Commentaries, review articles and literature reviews

Directories, Guidebooks, manuals, Chronologies

Interviews, surveys and fieldwork

None of the

Reference - Page No.2

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Some examples of primary sources:

1. Scientific journal articles reporting experimental research results
2. Proceedings of Meetings, Conferences.
3. Technical reports
4. Dissertations or theses (may also be secondary)
5. Patents
6. Sets of data, such as census statistics
7. Works of literature (such as poems and fiction)
8. Diaries
9. Autobiographies
10. Interviews, surveys and fieldwork

Question No: 20 (M a r k s: 1)

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called:

Open loop system

Closed loop system

Closed end System

Reference - Page No.20

7.3.1 Open-Loop System

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The determinant factor in an open loop system is that the information from the system is not used for control purpose. This is done by using the output to generate feed back for control purposes.

- The output is not coupled to the input for measurement.
- Hence the components of open loop system do not include control and feedback mechanism due to non-existence of internally defined objectives. That is,
 - o Input
 - o Process
 - o Output

Example

An information system that automatically generates report on regular basis and are not used to monitor input or activities.

Question No: 21 (Marks: 2)

Enlist the types of models used in DSS.

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Types of Models Used in DSS

- Physical Models
- Narrative Models
- Graphic Models
- Mathematical Models

Question No: 22 (Marks: 2)

Why prototypes are used?

reference - Page 100

Why prototypes are used?

In many fields, there is great uncertainty as to whether a new design will actually do what is desired. New designs often have unexpected problems. A prototype is built to test the function of the new design before starting production of a product. Building the full design is often expensive and can be time-consuming. A prototype allows manufacturers to rapidly and inexpensively test the parts of the design that are most likely to have problems, solve those problems, and then build the full design.

Question No: 23 (Marks: 3)

Various considerations need to be kept in mind while defining parameters for desired output in system designing. What should be them? Identify any three.

Question No: 24 (Marks: 3)

List any three benefits of CRM.

Benefits of CRM

- Maintains and enhances customer base
- Encourages customer loyalty
- Gaining more customers' wallet-share
- The more effective a company's customer retention and defection management strategy, the less they need to plug the gap with new customers, who are expensive to recruit.
- CRM help in establishing communication to encourage customers to share information about their
 - Habits,
 - Tastes and preferences

- Interests in Co's brand extension initiatives

Question No: 25 (Marks: 5)

Discuss different types of problems we faced in decision making process?

Page 69 (May be u get better answer from the book)

Types of Problems

Nature of problem determines the approach to decision making to be followed to solve it.

There are three broad categories.

- **Structured:** Well-structured problems are constrained problems with convergent solutions that engage the application of a limited number of rules and principles within well-defined parameters.

- **Unstructured:** Problems possess multiple solutions, solution paths, fewer parameters which are less manipulate able, and contain uncertainty about which concepts, rules, and principles are necessary for the solution or how they are organized and which solution is best.

- **Semi-structured** – a gray area lies between the structured and unstructured range. Here part of the decision can be specified allowing for certain factors out of control.

Question No: 26 (Marks: 5)

Discuss System Analysis in the light of the following points:

1. A technique to map the system under study.

2. To drill down into the various aspects of the business process without losing sight of the complete system.

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System Analysis

System analysis can be defined simply as: "The study of business problem domain to recommend improvements and specify the business requirements for the solution."

Or alternatively as:

"A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose."

Both the definitions highlight following important points:

- System analysis helps to create an understanding of the business processes, their linkage with one another, the parameters governing the data flow within the business, the controls and checks built into the processes and the reporting needs in a business where a problem exists or for which the software needs to be designed.

- System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

These two points may be understood as providing a means for undertaking the following tasks:

- A technique to map the system under study.

- To drill down into the various aspects of the business process without losing sight of the complete system.

- To understand the Workability/Functionality of the subsystems and their role in achieving the objectives of the system as well as controls and checks in place.

- To establish the relationship or Level of interaction of each system with other components of the system.

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