**UNIVERSITI UTARA MALAYSIA**  
PEPERIKSAAN AKHIR  
SEMESTER DISEMBER SESI 1991/92

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<th>KOD KURUSUS</th>
<th>PN3053 SISTEM MAKLUMAT PENGURUSAN</th>
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<td>TARIKH</td>
<td>3 MEI 1992 (AHAD)</td>
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<td>MASA</td>
<td>9.00 - 11.30 PAGI (2½ JAM)</td>
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**Directions:**

**Part I.** Answer the following **multiple choice questions**. Select the one best answer for each question. Circle the letter of the correct answer and write the letter in the blank space before the question number.

**Part II.** When answering each essay question:
1. Think about the major words and/or concepts.
2. Organize your answer before you respond.
3. Answer the questions that are asked.
4. Remember, if it can't be read it can't earn you points. Print if necessary.
5. Use **pictures** or **diagrams** if you wish to clarify a point.
6. Answer the questions to this version of the exam in English, answer in **Bahasa Malaysia**. only if necessary.

This test contains **100 marks** in total. Each question carries **marks** as indicated.

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**NO. MATRIK:**  
(dengan perkataan)  
(dengan angka)  

**NO. KAD PENGENALAN:**  

**JANGAN BUKA SOALAN INI SEHINGGA DIBERI ARAHAN**
Part I. Answer the following multiple choice questions. Select the **one best answer** for each question. Circle the letter of the correct answer and write the letter in the space next to the question number. In part I each question is worth 2 marks.

1. Knowledge may best be described as which of the following?
   a. meaningful data that is interpreted for the manager so it is easy to use
   b. observations that include fuzzy logic and non procedural steps
   c. information that has been processed into a more meaningful context
   d. information plus the rules associated with a problem domain
   e. information created by an MIS department for decision support systems

2. In which step of the systems development cycle is the manager least likely to be involved?
   a. Programming
   b. Systems analysis
   c. Problem definition
   d. Systems design
   e. Implementation

3. Which of the following is **not** a telecommunication application?
   a. Facsimile (FAX)
   b. Electronic mail
   c. Expert System
   d. EDI
   e. POS

4. The critical path in project management may best be described as?
   a. the shortest distance between two milestone activities
   b. the path which minimizes the cost of accomplishing a series of activities
   c. the path that is closest to the strategic plan of the company
   d. the shortest series of steps or activities in which resources do not conflict
   e. the shortest time a project can be completed given the constraints

5. Which of the following is **not** considered an information system disaster?
   a. a computer virus infects the system and erases all the database files
   b. a computer hacker gets access to the financial database files through a modem
   c. your sales are down because your competition implemented a new POS
   d. your office had a flood and all your customer data files are on wet floppy disks
   e. the electricity fluctuates wildly causing your cpu to start smoking and catch fire
Part I continued. Answer the following multiple choice questions. Select the **one best answer** for each question. Circle the letter of the correct answer and write the letter in the space next to the question number. In part I each question is worth **2 marks**.

6. Which of the following is not a purpose or reason for maintaining a data dictionary?
   a. to increase the speed of development of new systems
   b. to improve the control and security of the database files
   c. to reduce data redundancy in storage by combining similar application data files
   d. the company wants to make the information systems follow its strategic plan
   e. the company wishes to save money on its computer costs

7. Forward and backward chaining are logical computer concepts associated with which computer area topic?
   a. the networking of data in telecommunications
   b. the logic method for solving problems in expert systems
   c. the search pattern for making queries in a DBMS
   d. the method used by systems analysts to design systems
   e. the major method of securing data in a local area network

8. A "server" in a network performs all of the following functions except?
   a. is the device that controls access to network data files
   b. is used to translate analog to digital signals as data passes from one device to another
   c. provides a security strategy which prevents unauthorized access to data files
   d. serves as a central point to coordinate and monitor the network activities
   e. coordinates the read/write signals as they arrive at the network hard disk storage

9. Which of the following is not considered a type of media for telecommunications signals?
   a. LASER / fiberoptics
   b. twisted pair telephone wires
   c. microwave transmission
   d. infrared light waves
   e. teleportation via satellite

10. Which of the following least describes the purpose of a computer disaster plan?
    a. a disaster plan is insurance to prevent failure of a company
    b. disaster planning insures access to data when a manager needs it
    c. a disaster plan must minimize risk to a company's ability to carry out the business plan
    d. disaster plans should consider both logical and physical security of the computer
    e. a disaster plan is designed primarily to protect the computer hardware
11. A DBMS may best be described as?
   a. a collection of software that helps manage the database file
   b. a sophisticated system of hardware that manages the database file
   c. a type of computer system that
   d. accepts data as input, processes it, and outputs the processed information
   e. interrelates elements into a unified whole for managerial decision making

12. A new information system should not be developed if it does not pass the test of feasibility. Which of the following is not a test of feasibility during the system cycle?
   a. cost feasibility is a primary consideration
   b. economic feasibility suggests more than costs should be considered
   c. operational feasibility must be considered for its impact on the company
   d. the security feasibility should be considered
   e. technical feasibility concerns the possibly associated with reality

13. Which is not a good reason to use project management software?
   a. minimizing the cost of managing a project
   b. justifying the cost of your expensive computer hardware
   c. maximizing the utilization of your resources during the project
   d. reducing conflicts of resources during the project
   e. increase the possibility of funding by showing you have a project plan

14. Which of the following is not an application of expert systems?
   a. to query databases for needed managerial decision making information
   b. to aid diagnosis and repair problems in your company
   c. to help in the preparation and design of new computer software
   d. to compute procedural problems such as payroll
   e. to help beginning problem solvers learn to make difficult and complex decisions

15. Which of the following is not an example of current changes in computer technology?
   a. the use of grammar checkers for improving the communication of information
   b. the use of flash memory chips for data storage as an alternative to floppy disk
   c. the use of expert systems to write traditional computer programs in accounting
   d. the use of motion video to enhance the understanding of information
   e. the use of WYSIWYG in software to increase ease of use
Part I continued. Answer the following multiple choice questions. Select the **one best answer** for each question. Circle the letter of the correct answer and write the letter in the space next to the question number. In part I each question is worth 2 marks.

16. Which of the following least describes the encryption of data?
   a. the alteration of data to a form no one could understand or interpret
   b. a form of the data which can be understood only by authorized persons
   c. a process which requires a key or formula to understand the data
   d. a security technique which minimizes the ability of unauthorized access to data
   e. a physical or logical procedure that secures data from unauthorized access

17. Which is not a good method of implementing a new information system during the system cycle?
   a. have your competition implement it first to see if the system is feasible and justified
   b. implement only one module of the new system at a time to reduce risk of errors
   c. write the documentation, train the staff first, then implement the new system
   d. implement the new system only in one department or area at a time
   e. pull the plug on the old system and start up the new system as soon as possible

18. Which is not true of Systems Development trends?
   a. there is a 1 to 4 year backlog of undeveloped systems projects in most companies
   b. new systems are developed on microcomputers if possible
   c. prototyping systems using 4GL languages is becoming more common
   d. companies are spending a greater proportion of their budget on systems development
   e. because of all the systems development teams the manager is free to do his own work

19. Which is not a current set of topics in telecommunications?
   a. protocols such as ISDN, OSI, EDI
   b. natural language, robotics, expert systems
   c. Baud rates such as 300, 1200, 2400, 9600, 19.2, 25X
   d. network systems such as Novell, Token ring, Banyon Vines, & Ethernet
   e. synchronous & asynchronous transmission signals

20. Which of the following sets is not associated with database concepts?
   a. ascending and descending sorts
   b. numeric, alphanumerical, graphic, audio, & Boolean
   c. select applications with high payback value
   d. query mode based on selection criteria
   e. share data between applications whenever possible
Part II. Essay Questions. Answer the best you can. Write: clearly, print if necessary. Complete sentences are not required for lists. Note: this part II is worth: 30 marks.

1. List the major resources associated with Management Information Systems. In your opinion describe which of these resources you are most likely to be responsible for as a manager during the next five years. Justify your answer. Give an example. (10 marks)

2. What is a local area network (LAN)? What is a wide area network (WAN)? When does a local area network become a wide area network? Describe how or when you would use each. (10 marks)
3. List the steps of the systems development cycle. In your opinion describe which of these steps you are most likely to be involved with as a manager during the next five years. Justify your answer. (10 marks)

4. What is a database? Describe who creates a database and why. What advice do you have to give a manager who is about to create a database. (10 marks)
5. 4. What is an expert system? Describes several advantages and disadvantages of expert systems. What advice do you have to give a manager who is about to create an expert system. (10 marks)

6. Information has value to a problem solver / decision maker depending upon the actual quality of that information. Give an example of how accuracy can be affected by security problems. What recommendations would you give to a manager regarding security and disaster planning. (10 marks)