

MCQ on Management Information System. Answer Key

1. Management information systems (MIS)

1. create and share documents that support day-today office activities
2. process business transactions (e.g., time cards, payments, orders, etc.)
3. capture and reproduce the knowledge of an expert problem solver
4. **use the transaction data to produce information needed by managers to run the business**
5. none of the above

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

1. information worker
2. internal system user
3. **systems owner**
4. external system user
5. systems builder

3 The person who ensures that systems are developed on time, within budget, and with acceptable quality is a

1. systems designer
2. **project manager**
3. systems owner
4. external system user
5. systems builder

4 Which one of the following is not a business driver for an information system?

1. business process redesign
2. knowledge asset management
3. **proliferation of networks and the Internet**
4. security and privacy
5. collaboration and partnership

5 A task of developing a technical blueprint and specifications for a solution that fulfills the business requirements is undertaken in the following phase of the system development process

1. system initiation
2. system implementation
3. system analysis

4. **system design**
5. feasibility analysis

6 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

1. CRM
2. **intranet**
3. ERP
4. extranet
5. none of the above

7 Which of the following is not a technology driver for an information system?

1. enterprise applications
2. object technologies
3. **knowledge asset management**
4. collaborative technologies
5. networks and the Internet

8 Which of the following is a deliverable of the system implementation phase in a formal system development process?

1. **technical hardware and software solution for the business problem**
2. business problem statement
3. statement of the system users' business requirements
4. technical blueprint and specifications for a solution that fulfills the business requirements
5. none of the above

9 An information system that supports the planning and assessment needs of executive management is

1. DSS
2. TPS
3. ERP
4. MIS
5. **none of the above**

10 Decision makers who are concerned with tactical (short-term) operational problems and decision making are

1. **middle managers**
2. executive managers
3. supervisors

4. mobile managers
5. none of the above

11 The application of information to scan an organisation's environment is:

1. external communication.
2. information overload.
3. **sensing.**
4. internal communication.
5. none of the above.

12 When a bank uses information to launch a personalised credit card product this:

1. manages risks.
2. creates a new opportunity.
3. **adds value.**
4. reduces costs.
5. none of the above.

13 When a bank uses business performance management software to monitor its performance in different regions this:

1. reduces costs.
2. **manages risks.**
3. adds value.
4. creates a new opportunity.
5. none of the above.

14 When a bank offers web self-service for customers to answer their questions, the primary outcome is:

1. adds value.
2. manages risks.
3. **reduces costs.**
4. creates a new opportunity.
5. none of the above.

15 The general transformation cycle for information is:

1. information to data to knowledge.
2. knowledge to data to information.
3. data to knowledge to information.
4. **data to information to knowledge.**

5. none of the above.

16 The most important attribute of information quality that a manager requires is:

1. **relevance.**

2. media.

3. presentation.

4. timeliness.

5. none of the above.

17 To improve the performance of a business process, which of the following is most relevant?

1. Input.

2. Processing.

3. All of the above.

4. **Control and feedback**

5. Output.

18 Monitoring the legal constraints which a company operates under requires review of:

1. a company's customers.

2. a company's outputs.

3. **a company's macro-environment.**

4. a company's micro-environment.

5. all of the above.

19 The majority of publically available Internet information sources are:

1. created in XML.

2. structured information.

3. normal information.

4. **unstructured information.**

5. none of the above.

20 Records management:

1. is a discipline limited to digitised paper documents.

2. is a discipline limited to library books.

3. is a discipline limited to paper documents.

4. is a discipline limited to information contained in databases.

5. **none of the above.**

21 Which of the following should be represented on an information flow diagram?

1. Entity
2. **Source**
3. Process
4. Attribute
5. Database

22 A web blueprint depicts:

1. the layout of an individual web page
2. the layout of the home page
3. the layout of an index page
4. **the layout of a website**
5. the layout of a sitemap

23 UML depicts information systems as a collection of:

1. Entities
2. Processes
3. Data
4. Information
5. **Objects**

24 Which of the following statements describes a taxonomy?

1. **A browsable hierarchy**
2. A list of equivalent terms
3. A complex controlled vocabulary showing relationships

25 Which of the following statements about XML schemas is incorrect?

1. Schemas can specify integer values
2. Schemas are defined by XSD tag
3. **All XML documents must have a schema**
4. Schemas provide data oriented data types
5. They offer more flexibility than DTDs

26 Which of the following relates to enterprise interoperability?

1. DFD
2. Information flow diagram
3. **XML**
4. Entity relationship diagram

27 Which of the following is not a type of navigation system for a web site?

1. National
2. Global
3. Contextual
4. Local
5. **Regional**

28 What should not be part of an acceptable use policy?

1. Allowable use of systems
2. Legal obligations
3. **Encryption policies**
4. User responsibilities
5. Account and password responsibilities

29 Use-case analysis focuses upon:

1. data
2. Objects
3. Entities
4. **Actors**

30 Which of the following is part of a static view of information?

1. Logical data model
2. Meta data
3. **Data flow model**
4. Information process model

31 Contemporary Information Systems are interfacing with customers and suppliers using :

1. BPR
2. CRM
3. SCM
4. Both A and B
5. **Both B and C**

32 Information systems that support the business functions that reach out to suppliers are known as:

1. **back office information systems**
2. decision support systems
3. expert information systems
4. front office information systems

5. none of the above

33 Which of the following is not a class of information system applications?

1. **database management system**
2. decision support system
3. expert system
4. management information system
5. office automation system

34 Who are the people that actually use the system to perform or support the work to be completed?

1. system analysts
2. system designers
3. system owners
4. system builders
5. **none of the above**

35 Which is not a typical business function?

1. Sales
2. Service
3. Manufacturing
4. Accounting
5. **Benefits and Compensation**

36 The flow of transactions through business processes to ensure appropriate checks and approvals are implemented is called:

1. procedures
2. **work flow**
3. process flow
4. process requirements
5. procedures

37 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:

1. prototyping
2. software specifications
3. **application programs**
4. human engineering

5. none of the above

38 A specification of how the user moves from window to window, interacting with the application programs to perform useful work is called:

1. interface specifications
2. software specifications
3. **user dialog**
4. prototyping specifications
5. navigation specification

39 Examples of keyless interfaces include:

1. **bar coding, OCR, pen, and voice recognition**
2. mouse, OCR, pen, and voice recognition
3. keyboard, OCR, pen, and voice recognition
4. all of the above
5. none of the above

40 Open database connectivity (ODBC) tools are an example of:

1. layerware
2. tool kit
3. interfaceware
4. **middleware**
5. none of the above

Information Systems Development

41 The first CMM level at which measurable goals for quality and productivity are established is

1. Level 1
2. Level 2
3. Level 3
4. **Level 4**
5. Level 5

42 Project Management ensures that

1. project's risk is assessed
2. project's feasibility is assessed
3. **system is developed at minimum cost**
4. both A and B
5. none of the above

- 43 The deliverable of the problem analysis phase is
1. **system improvement objectives**
 2. problem statement
 3. statement of constraints
 4. statement of work
 5. none of the above
- 44 Which one is NOT a category of problems represented by the PIECES framework?
1. control
 2. efficiency
 3. service
 4. economics
 5. **technology**
- 45 Which one is NOT a phase of the systems development life cycle?
1. problem analysis
 2. scope definition
 3. requirements analysis
 4. **post-implementation review**
 5. decision analysis
- 46 A cross life-cycle activity of system development is
1. object modeling
 2. prototyping
 3. **fact-finding**
 4. data modeling
 5. data flow diagram modeling
- 47 An ongoing activity of systems support is
1. assisting users
 2. adapting the system to new requirements
 3. recovering the system
 4. fixing software defects
 5. **all of the above**
- 48 Rapid Application Development (RAD) strategy includes all of the following, except
1. actively involves system users in the analysis, design, and construction activities
 2. **uses waterfall development approach to evolve system concept**

3. organizes systems development into a series of focused, intense workshops
4. reduces the amount of time that passes before the users begin to see a working system
5. accelerates the requirements analysis and design phases

49 Request for quotation (RFQ) is

1. a document that compares business and technical requirements of a commercial application package against the capabilities and features of a specific commercial application package
2. 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
3. **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**
4. a contract with management and the user community to develop or enhance an information system
5. none of the above

50 Which of the following phases is unique to the commercial application package implementation strategy as opposed to the rapid application development strategy

1. problem analysis
2. construction and testing
3. scope definition
4. requirements analysis
5. **business process design**

51 A model-driven analysis approach that focuses on the structure of stored data in a system rather than on processes is

1. structured analysis
2. **information engineering**
3. rapid architected analysis
4. object-oriented analysis
5. none of the above

52 All of the following are phases of systems analysis, except

1. decision analysis phase
2. requirements analysis phase
3. **design analysis phase**
4. problem analysis phase

5. scope definition phase

53 Which of the following analysis techniques derive system models from existing system or discovery prototypes?

1. **rapid architected analysis**
2. object-oriented analysis
3. data modeling
4. discovery prototyping
5. structure analysis

54 Prototypes are used in

1. model-driven analysis
2. object-oriented analysis
3. traditional approaches
4. **accelerated systems analysis**
5. structured analysis

55 Which of the following is NOT a feasibility analysis criterion?

1. technical feasibility
2. schedule feasibility
3. operational feasibility
4. economic feasibility
5. **resource feasibility**

56 Which of the following phases identifies and expresses requirements, prioritizes requirements, updates project plan, and communicates the requirements statement?

1. logical design phase
2. decisions analysis phase
3. problem analysis phase
4. systems analysis phase
5. **none of the above**

57 The tasks of defining acceptance tests, structuring functional requirements, and validating functional requirements are performed in which one of the phases?

1. problem analysis phase
2. decision analysis phase
3. systems analysis phase
4. **logical design phase**

5. none of the above

58 The task of establishing system improvement objectives is performed in which phase of systems analysis?

1. **problem analysis phase**
2. logical design phase
3. scope definition phase
4. physical design phase
5. requirements analysis phase

59 The task of identifying and expressing system requirements is performed in which phase of systems analysis?

1. problem analysis phase
2. logical design phase
3. scope definition phase
4. **requirements analysis phase**
5. none of the above

60 Cause-and-effect analysis is performed in the following phase of systems analysis

1. scope definition phase
2. logical design phase
3. requirements analysis phase
4. physical design phase
5. **problem analysis phase**

61 A property or quality the system must have is called a:

1. scope
2. functional requirement
3. preliminary requirement
4. **nonfunctional requirement**
5. none of the above

62 The process of requirements discovery consists of the following activities, except

1. requirements management
2. **sampling of existing documentation, forms and files**
3. requirements discovery
4. problem discovery and analysis
5. documenting and analyzing requirements

63 Which one is NOT a common fact-finding technique?

1. prototyping
2. interviews
3. research and site visits
4. sampling of existing documents, forms, databases
5. **reverse engineering**

64 A fact-finding technique that involves a large number of observations taken at random intervals is called:

1. randomization
2. stratification
3. people sampling
4. **work sampling**
5. none of the above

65 Which one of the following fact-finding techniques is an inexpensive means of gathering data from a large number of individuals?

1. observations
2. work sampling
3. interviews
4. proxemics
5. **none of the above**

66 Randomly sampling ten invoices based on a given sample size would be an example of

1. stratification
2. closed-ended sampling
3. observation
4. open-ended sampling
5. **none of the above**

67 All of the following are examples of requirements problems, except

1. missing requirements
2. overlapping requirements
3. **costly requirements**
4. conflicting requirements
5. ambiguous requirements

68 Which of the following types of questions should not be asked on an interview?

1. closed-ended questions
2. biased questions
3. open-ended questions
4. loaded questions
5. **both (b) and (d)**

69 Which of the following is an advantage of discovery prototyping?

1. serves as a training mechanism for users
2. allows users and developers to experiment with the software and develop an understanding of how the system might work
3. aids in building system test plans and scenarios
4. aids in determining the feasibility and usefulness of the system before high development costs are incurred
5. **all of the above**

70 Which of the following is NOT a guideline for successfully conducting a Joint Requirements Planning (JRP) session?

1. stay on schedule
2. allow for ample breaks
3. encourage user and management participation
4. **brainstorm technical alternatives to problems identified in a JRP session**
5. ensure that the scribe is able to take notes

71 The person generally responsible for the program design strategy, standards, and construction is called a(n):

1. program librarian
2. backup chief programmer
3. network designer
4. **chief programmer**
5. systems analyst

72 Which one of the tests is performed on a subset of a program?

1. subset test
2. unit test
3. **stub test**
4. program test
5. system test

73 Which of the following is the last phase of the Systems Construction phase?

1. build and test databases
2. **write and test new programs**
3. prepare conversion plan
4. build and test networks
5. none of the above

74 Which installation strategy is a variation on the abrupt and parallel conversion?

1. location conversion
2. **staged conversion**
3. partial conversion
4. hierarchical conversion
5. none of the above

75 Which of the following is(are) the task(s) of the Systems Conversion phase?

1. prepare conversion plan
2. train users
3. convert to new system
4. **build and test networks**
5. none of the above

76 Which of the tests is a final system test performed by end users using real data over an extended period of time?

1. final test
2. complete test
3. **systems acceptance test**
4. parallel test
5. none of the above

77 Which of the following is(are) the primary inputs into the task of writing and testing new programs?

1. programming plan
2. database structure
3. test data
4. integration requirements
5. **both (a) and (c)**

78 Which of the following is the first phase of the Systems Implementation phase?

1. **conduct system test**

2. build and test networks
3. prepare conversion plan
4. build and test databases
5. write and test new programs

79 Which of the following is(are) the deliverables of the Systems Implementation phase?

1. training materials
2. functional system
3. physical design specification
4. **operational system**
5. none of the above

80 Which of the following is(are) the inputs to the Systems Construction phase?

1. design prototypes
2. redesigned business processes
3. physical design specifications
4. documentation
5. **all of the above**

81 Which of the following is(are) an input process method(s)?

1. smart card
2. biometric
3. optical mark
4. point-of-sale
5. **all of the above**

82 A form used to record data about a transaction is a(n)

1. batch document
2. **source document**
3. on-line document
4. data entry document
5. none of the above

83 Combination checks:

1. determine data entry errors on primary keys
2. ensure that the correct type of data is input
3. **determine whether a known relationship between two fields is valid**
4. determine whether all required fields of the input have actually been entered

5. none of the above

84 Which of the following is NOT an advanced input control?

1. radio button
2. slider edit calendar
3. spin box
4. **both (a) and (c)**
5. Internet hyperlink

85 If you need a student to select from a list of eighty courses of the university's on-line catalogue, your best choice for a GUI control would be:

1. check box
2. radio buttons
3. **drop-down list**
4. combination box
5. Internet hyperlink

86 If you need to collect employee status information (e.g., full-time vs. part-time) on a computer screen, your best choice for a GUI control would be:

1. drop-down list
2. masked edit control
3. **radio buttons**
4. spin box
5. none of the above

87 Remote batch processing has the following characteristic(s):

1. Data is entered online.
2. Data is collected in batches.
3. Data is processed at a later time.
4. **both (a) and (b) and (c)**
5. none of the above

88 Optical character recognition:

1. is less prevalent than optical mark recognition
2. is used on forms for subjective-based questions on exams
3. requires the user to carefully handwrite input data on a business form
4. **both (a) and (c)**
5. both (a) and (b) and (c)

89 Which of the following advanced input controls provides a nonnumeric means of selecting a value?

1. ellipsis control
2. Internet hyperlink
3. check list box
4. **slider edit calendar**
5. none of the above

90 In cases where the data item has a large number of predefined values and screen space is tight, the following GUI control should be used for an input:

1. combination box
2. **drop-down list**
3. list box
4. ellipsis control
5. none of the above

91 Which of the following reports presents information with little or no filtering or restrictions?

1. non-filtered
2. summary
3. external
4. exception
5. **none of the above**

92 A list of the names of all customers who purchased only one product within a six-month period would be an example of a(n):

1. detailed report
2. summary report
3. **exception report**
4. external report
5. none of the above

93 A listing of the names and addresses of all the employees for an organization would be an example of a(n):

1. **detailed report**
2. summary report
3. external report
4. exception report
5. none of the above

94 The most common medium for computer outputs is:

1. screen
2. **paper**
3. e-mail
4. microfilm
5. none of the above

95 Which of the following reports categorizes information for managers who are not interested to wade through the details?

1. external
2. detailed
3. exception
4. supplemental
5. **none of the above**

96 A turnaround output is an example of

1. internal output
2. **external output**
3. summary output
4. exception output
5. none of the above

97 A count of the number of students who earned A, B, C, D, and F grades in a given course would be an example of a(n):

1. external report
2. **summary report**
3. detailed report
4. exception report
5. none of the above

98 Which kind of chart is useful for comparing series or categories of data, each in its own bar?

1. line chart
2. pie chart
3. scatter char
4. **bar chart**
5. none of the above

99 Which of the following is NOT a general principle for output design?

1. The distribution of (or access to) computer outputs must be sufficient to assist all relevant users.
2. **The computer outputs should be designed with automated tools.**
3. The computer outputs must be acceptable to the system users.
4. Computer outputs should be simple to read and interpret.
5. The timing of computer outputs is important. Output information must reach recipients while the information is pertinent to transactions or decisions.

100 Which of the following is(are) the step(s) in the output design process?

1. specify physical output requirements
2. identify system outputs and review logical requirements
3. design, validate, and test outputs
4. design any preprinted forms
5. **all of the above**