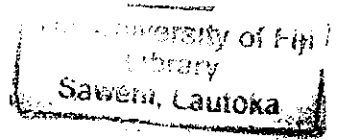




The University of Fiji

School of Science and Technology

Department of Computer Science/ Information Technology



ITC103

Information Systems for Organization

Semester I, 2012

Final Examination Paper

Time Allowed: 3 Hours [10 Minutes Extra Allowed For Reading the Paper]

Section A:

20 True/False questions - 20 marks

Section B:

Five Questions and Answer - 80 marks

Total: 100 marks

Instructions

- This examination consists of Two sections
- Answer **ALL** questions
- Write all answers in the **Answer Booklet** provided.
- You must show complete working in-order to get full marks for some questions
- You may ask for extra sheets from the supervisors if the need arises.
- Please hand in your answer booklet to the supervisor before leaving the room.
- Do not forget to write your ID number on all the extra sheet(s) attached.
- Programmable calculators are not allowed.

Section A

Write "T" for True or "F" for False in your Answer Booklet

1. _____ An information system collects, processes, stores, analyzes, and disseminates information for a specific purpose using a computer.
2. _____ Information technology refers to computer-based tools used to support the needs of an organization
3. _____ IT is enabling more and more people to communicate, collaborate, and compete, thereby leveling the digital playing field.
4. _____ You do not have to work in the IT department to benefit from learning about IT.
5. _____ An informed user of IT can enhance his or her organization's competitive position.
6. _____ Managing the IS function within an organization is the exclusive responsibility of the IS department
7. _____ A systems analyst focuses on designing specifications for new technology.
8. _____ An auditing manager focuses on the ethical and legal use of information systems.
9. _____ End-user computer refers to a group of end users working together to manage their interactions with a computer.
10. _____ Information technology and information systems are the same thing.
11. _____ A combination of your high school grades, application essays, letters of recommendation, and Scholastic Aptitude Test (SAT) scores would be considered information.
12. _____ A university registrar who uses her experience with university admissions along with your high school grades, application essays, letters of recommendation, and Scholastic Aptitude Test (SAT) scores, would be applying her knowledge in your application process.

13. _____ A business process has inputs and outputs
14. _____ An organization's business processes can create a competitive advantage.
15. _____ Business process management includes methods and tools to support the design, analysis, implementation, management, and optimization of business processes.
16. _____ Globalization is the integration and interdependence of many facets of life made possible by rapid advances in information technology.
17. _____ An individual or organization faced with an ethical decision is basically considering whether to break the law.
18. _____ A code of ethics is a collection of principles that are intended to guide decision making by members of the organization.
19. _____ Improvements in information technologies are leading to a decreasing number of ethical problems.
20. _____ When you interview for a job at a company, it is likely that the company will Google you and search social networking sites for information on you.

Section B **There are six questions in this section (80 marks)**

Answer all the questions. *Each question should start on a new page*

Question 1 (15 marks)

- a) Identify and explain the major difficulties involved in managing data. (4 marks)
- b) Define data governance. (2 marks)
- c) Compare and contrast master data and transactional data, and provide an example of each one. (4 marks)
- d) What is a data model? (1 marks)
- e) What is a primary key? A secondary key? (2 marks)
- f) What is an entity? A relationship? (2 marks)

Question 2 (24 marks)

- a) Mention at least two primary business reasons for using networks? (2 marks)
- b) What is the difference between LANs and WANs? (2 marks)
- c) Describe an enterprise network. (1 marks)
- d) List and compare three wireline communications channels (cables). (3 marks)
- e) Describe the four major network applications. (4 marks)
- f) Mention four largest search engines. (2 marks)
- g) **Portal** is a Web-based, personalized gateway to information and knowledge that provides relevant information from different IT systems and the Internet using advanced search and indexing techniques. List four types of portals. (2 marks)
- h) What are the functions of browsers? (1 marks)
- i) Describe the difference between the Internet and the World Wide Web. (2 marks)
- j) Describe what you understand by virtual universities. (1 marks)
- k) Define two benefits and two drawbacks of e-learning. (4marks)

Question 3 (15 marks)

a) **Electronic commerce (e-commerce, EC)** describes the buying, selling, transferring or exchanging of products, services or information via computer networks, including the Internet. Describe five type of E-commerce. (5 marks)

b) Mention two advantages and disadvantages of e-commerce. (4 marks)

c) List and explain four ethical issues in Electronic Commerce. (4marks)

d) Describe four capabilities of wireless devices. (2 marks)

Question 4 (12 marks)

- a) TPS stands for transaction processing system. Explain what does Transaction processing involves? (2 marks)

- b) What is a functional area information system? List its major characteristics. (2 marks)

- c) How do information systems benefit the finance and accounting functional area? (3 marks)

- d) List at least three function of a HRIS (Human Resource Information System) applications? (3 marks)

- e) Identify the various behavioral actions you can take to protect your information assets. List at least four. (2 marks)

Question 5 (14 marks)

- a) Define ERP and describe two or more functionalities. (3 marks)
- b) What are ERP II systems? (1 mark)
- c) Mention at least two drawbacks of ERP software. (2 marks)
- d) List and describe two major types of reports. (2 marks)
- e) Differentiate between Web 1.0 and Web 2.0. (2 marks)
- f) What is the definition of customer relationship management? (2 marks)
- g) Why is CRM so important to any organization? (2 marks)

The End ☺