

FINAL
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Diploma In Hotel Management (DHMN)
Diploma In Culinary Arts (DCAN)

Course : DHM1100/DCA1102/DHM1115 : Information Systems

Date of Examination : December 10, 2018 (Monday)

Time : 8:00 am – 10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Section A: This section consists of **TWENTY (20)** questions. Answer **ALL** question in the **OMR** sheet provided

Section B: Answer any **THREE (3)** out **FOUR (4)** questions.

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materials permitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Ryan Tee Ah Ann, Mahaletcumy Ramakrishnan and Koagella Utandy

Moderator : Mr Tang Yang Tze

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DHM1100/DCA1102/DHM1115: INFORMATION SYSTEMS
FINAL EXAMINATION: AUGUST 2018 SESSION

SECTION A (40 marks)

Instructions: This section consists of **TWENTY (20)** multiple-choice questions. Answer **ALL** questions in the **OMR** sheet provided. All questions carry equal marks.

1. A set of interrelated components that collect, manipulate, store, and disseminate data and information and provide a feedback mechanism to meet an objective is called a(an) _____.
 - A. operating system
 - B. control system
 - C. information system
 - D. online system

2. _____ consists of raw facts, such as an employee number, total hours worked in a week, inventory part numbers, or sales orders.
 - A. Information
 - B. Data
 - C. Record
 - D. Files

3. The four main operations of an information system are input, _____, output, and storage.
 - A. data manufacturing
 - B. data accessing
 - C. data processing
 - D. data calculating

4. What is the full term for CPU?
 - A. Control Processing Unit
 - B. Central Processing Unit
 - C. Centre Processing Unit
 - D. Computable Processing Unit

5. _____ is the use of a collection of computers, often owned by multiple individuals or organizations, to work in a coordinated manner to solve a common problem.
 - A. Green computing
 - B. Grid computing
 - C. Group computing
 - D. Gathered computing

6. _____ involves using a giant cluster of computers that serves as a host to run applications that require high-performance computing.
 - A. Cluster computing
 - B. Centered computing
 - C. Cloud computing
 - D. Command computing

7. Software that detect and eliminate viruses is an example of what type of software?
 - A. personal productivity software
 - B. operating system software
 - C. utility software
 - D. applications software

8. Procedures are typically documents in manuals written by _____.
 - A. computer specialists
 - B. end users
 - C. Microsoft
 - D. service providers

9. _____ software programs assist in creating and maintaining databases.
- A. Database Management System (DBMS)
 - B. Knowledge management
 - C. Metadata
 - D. Database application system
10. Database _____ are primarily used to enter new records and to make changes to existing record.
- A. reports
 - B. tables
 - C. forms
 - D. None of the above
11. Two broad categories of telecommunication transmission media are _____.
- A. guided and wireless
 - B. shielded and unshielded
 - C. twisted and untwisted
 - D. infrared and microwave
12. _____ is the conducting of business activities such as distribution, buying, selling, marketing, and servicing of products or services electronically over computer networks such as the Internet, extranets, and corporate networks.
- A. Online business
 - B. Electronic transaction
 - C. Electronic commerce
 - D. Mobile business
13. With mobile banking, consumers can manage their finances from anywhere without driving to their bank use mobile banking to access all the following _____.
- A. View account balances
 - B. Transfer funds between accounts
 - C. Review a history of account transactions
 - D. All the above

14. Which of the following software include graphics, limited database capabilities, statistical analysis and built-in business functions?
- A. Spreadsheet
 - B. Presentation
 - C. Word processor
 - D. Database
15. Which of the following software has the features such as checking spelling, creating tables, formatting text and creating graphics using a personal computer.
- A. Spreadsheet
 - B. Database
 - C. Word processor
 - D. None of the above
16. A _____ is a computer used by many users to perform a specific task, such as running network or Internet applications.
- A. Personal computer
 - B. Work station
 - C. Server
 - D. Supercomputer
17. A communications system in which more than one user share (resources) hardware, programs, information, people, and procedures is called _____.
- A. Single user system
 - B. Multiuser system
 - C. End-user system
 - D. Distributed system
18. The exchange of text messages form and computer files via a communications network is referred to _____.
- A. Conference
 - B. Email
 - C. Forum
 - D. None of the above

19. What is the full term for EDI?
- A. Electronic data interface
 - B. Electronic data interaction
 - C. Electronic data interchange
 - D. Electronic data interpretation
20. Which is the term used to restore the database to a usable form in case it is damaged or destroyed?
- A. Reformat
 - B. Restructure
 - C. Backup
 - D. Resize

SECTION B (60 marks)

Instruction: This section consists of **FOUR (4)** questions. Answer any **THREE (3)** questions in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) What is a system? (2 marks)
- (b) Identify and explain the **FOUR (4)** components of a system. (8 marks)
- (c) Identify and briefly explain the **FIVE (5)** elements a computer-based information system. (10 marks)

Question 2

- (a) Identify and explain any **FIVE (5)** functions of operating system. (10 marks)
- (b) Given the internet address: **kg@inti.com.my**, explain the components. (4 marks)

(c) Expand the following:

- (i) TCP
- (ii) URL
- (iii) HTML
- (iv) ISP
- (v) HTTP
- (vi) SSL

(6 marks)

Question 3

(a) What is a network?

(2 marks)

(b) With the aid of a diagram, briefly explain any **FOUR (4)** types of network topology.
(8 marks)

(c) Identify and briefly explain any **TWO (2)** types of wired transmission media and any **THREE (3)** types of wireless transmission media.
(10 marks)

Question 4

(a) Briefly explain **FIVE (5)** computer crimes.

(10 marks)

(b) Explain any **FIVE (5)** ways to overcome computer crime.

(10 marks)

-THE END-

