

FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

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

Course : DCA1102/DHM1100 : Information Systems

Date of Examination : August 5, 2017 (Saturday)

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 :

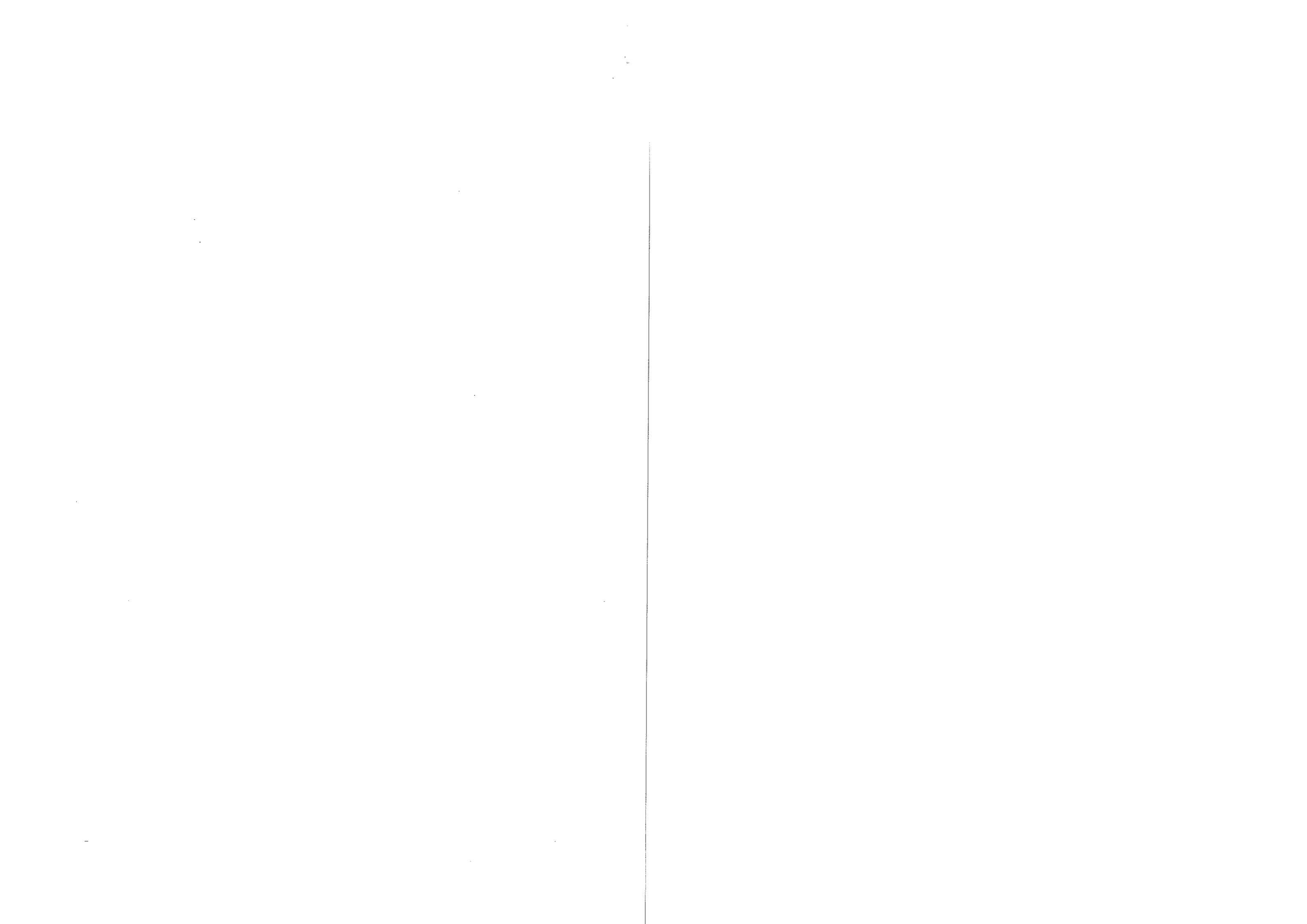
Nil

Materials provided :

OMR Sheets

Examiner (s) : Ryan Tee Ah Ann and Chern Huey Rong

Moderator : Mr Tang Yang Tze



DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DCA1102/DHM1100: INFORMATION SYSTEMS
FINAL EXAMINATION: APRIL 2017 SESSION

SECTION A: (40 Marks)

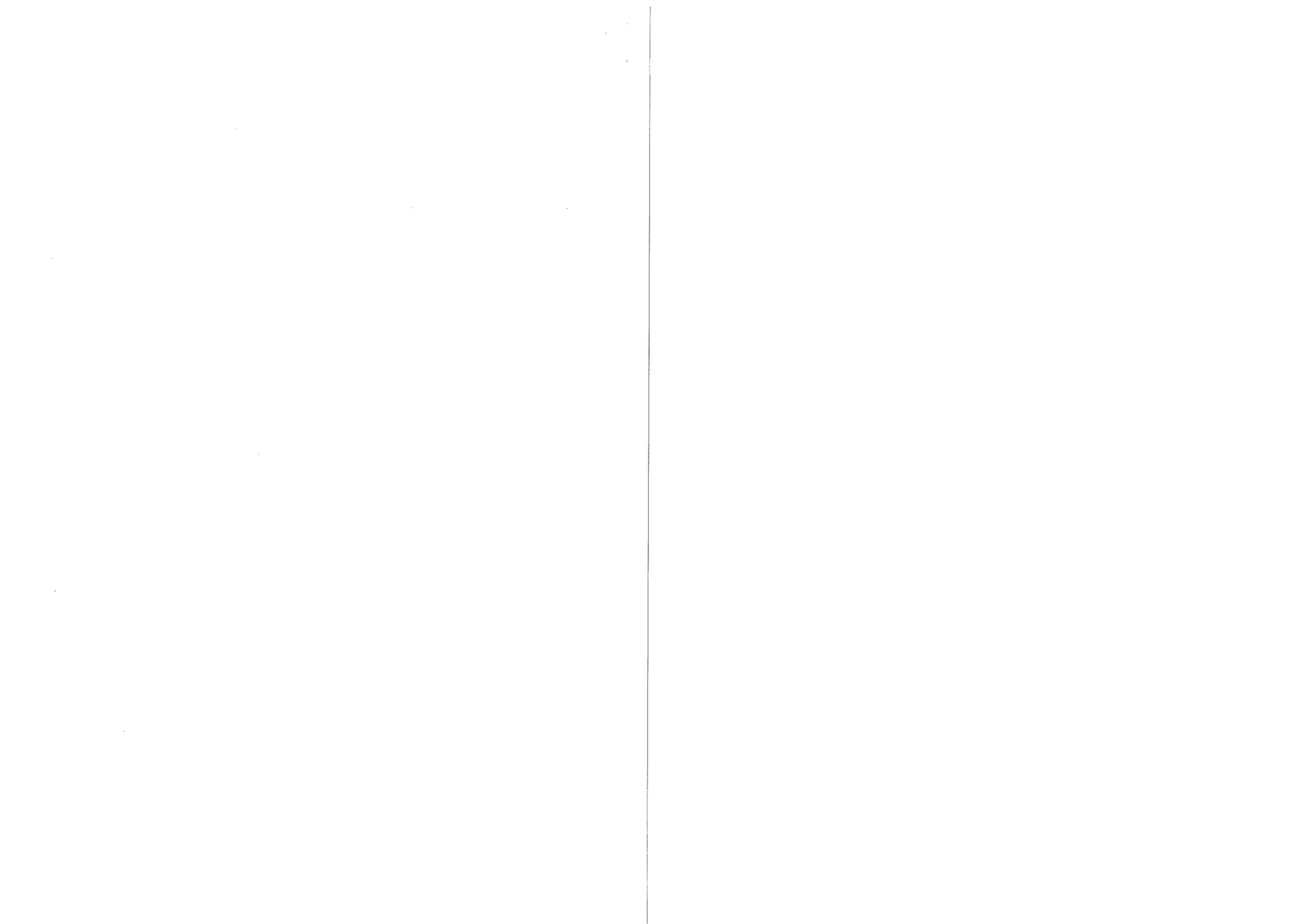
There are **TWENTY (20)** questions in this section. Answer **ALL** questions.

1. Which of the following procedures makes extra copies of information or software to safeguard against losses?
 - A. Recovery procedure
 - B. Backup procedure
 - C. Operating procedure
 - D. Security procedure

2. _____ consists of a set of instructions that controls a computer or communications network.
 - A. Flow Chart
 - B. Antivirus Software
 - C. Software
 - D. Application Software

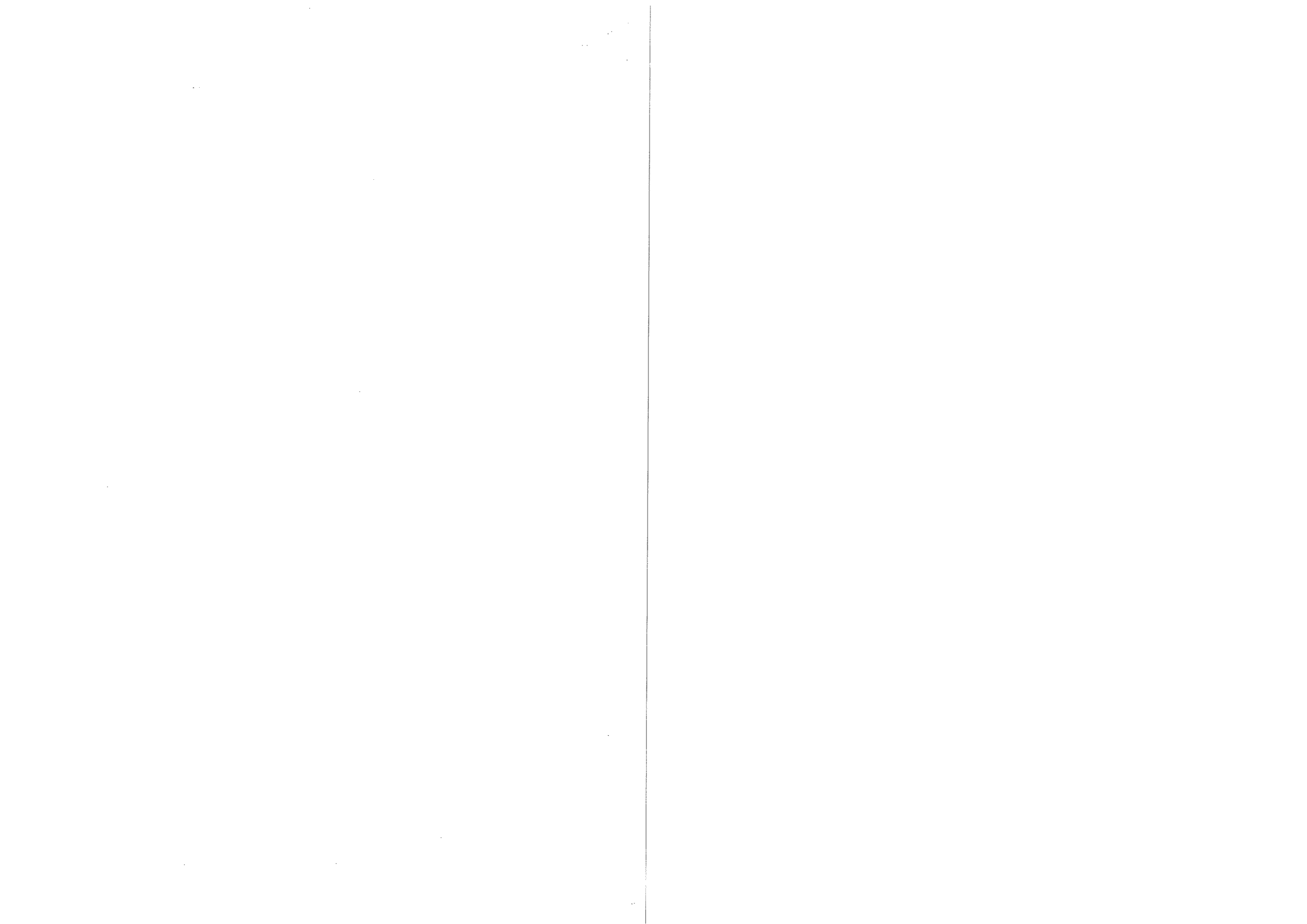
3. A local hospital wants to computerize their patient record system. The hospital has thousands of patient records that are private and confidential. The records need to be easily accessible and protected against unauthorized users. Which of the following is suitable for this purpose?
 - A. Electronic spreadsheets
 - B. Decision support system
 - C. Database
 - D. Expert System

4. Decision support system (DSS) has the following characteristics, **EXCEPT**
 - A. Assist people who make decisions where information requirements are not known in advance.
 - B. Support problem solving.
 - C. Provide information needed to define and solve a problem.
 - D. Make extra copies of information required for a particular task.



5. The unique address of a file on the Internet is called _____.
- A. HTML
 - B. XML
 - C. XHTML
 - D. URL
6. In a _____, computer resources such as hardware, programs and information are normally shared.
- A. Single user system
 - B. Multi user system
 - C. Stand-alone system
 - D. Mobile user system
7. The physical equipment which data are displayed to computer user is known as _____.
- A. Input device
 - B. Output device
 - C. Processor
 - D. Storage device
8. _____ consists of the trading of products or services over the Internet networks.
- A. Multimedia commerce
 - B. MLM commerce
 - C. Social commerce
 - D. E-commerce
9. Benefits of using Spreadsheet programs are:
- A. Save time and improve productivity
 - B. Allow users to create graphics and charts from data
 - C. Summarize reports
 - D. All of the above
10. A group of specific details in an individual entity that is stored in a database is called _____.
- A. Data item
 - B. Field
 - C. Characters
 - D. Record

11. A computer program that is capable of duplicating itself on infected computer, consuming computer resources and sending copies to other computers via network is called _____.
- A. Worm
 - B. Bacteria
 - C. Anti-virus
 - D. Virus
12. Network that connects local area network in city of city area is known as _____.
- A. Metropolitan Area Network (MAN)
 - B. Wide Area Network (WAN)
 - C. Personal Area Network (PAN)
 - D. Local Area Network (LAN)
13. Sounds, noise or tones are some examples of _____ data.
- A. Video
 - B. Audio
 - C. Text
 - D. Number
14. _____ is the standard language for processing a database.
- A. Sybase
 - B. Hypertext Markup Language (HTML)
 - C. Structured Query Language (SQL)
 - D. Dynamic HTML
15. A database in which the data are structured in the form of table (row/column) is called _____.
- A. Relational database
 - B. HTML
 - C. Dynamic HTML
 - D. None of the above
16. _____ is a set of stations, consisting of hardware, programs and information, which are linked together to transmits and receives data or information.
- A. Network system
 - B. System
 - C. Sharing system
 - D. None of the above



17. Which of the following is NOT computing hardware?

- A. Operating system
- B. Peripheral device
- C. Central processing unit
- D. Storage device

18. _____ is a graphical description of a business process or procedures using standard symbols to show decision logic.

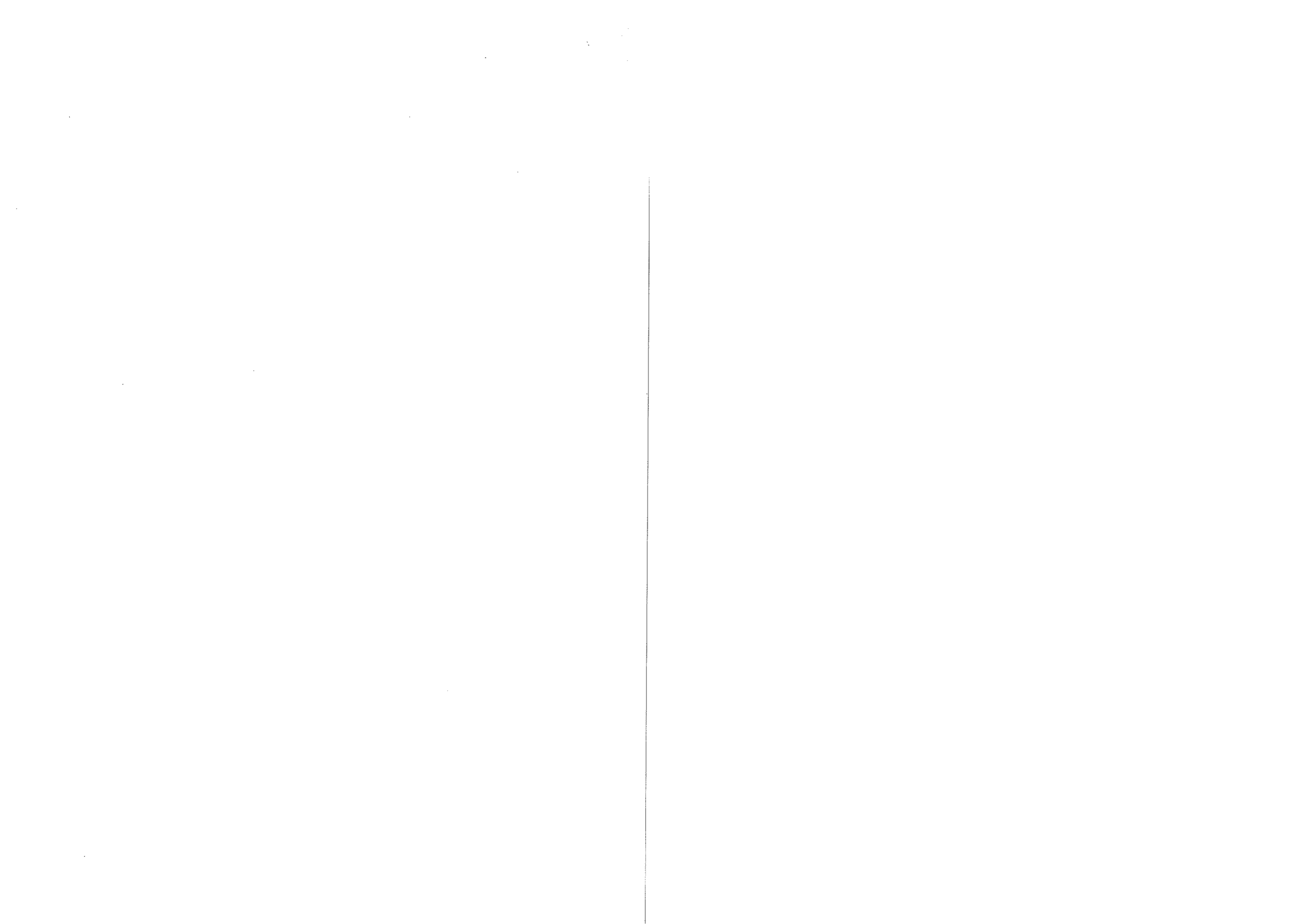
- A. System flowchart
- B. Assembly language
- C. Dataflow diagrams
- D. Business model

19. Which of the following is a malicious program placed on a computer without the user's knowledge to collect data?

- A. Cookies
- B. Spyware
- C. Adware
- D. Worm

20. _____ is a shared business information system that uses a combination of information technology and manual procedures to process data and information, and to manage transactions.

- A. Management reporting system
- B. Transaction processing system
- C. Executive support/information system
- D. Expert system



SECTION B: (60 Marks)

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

Question 1

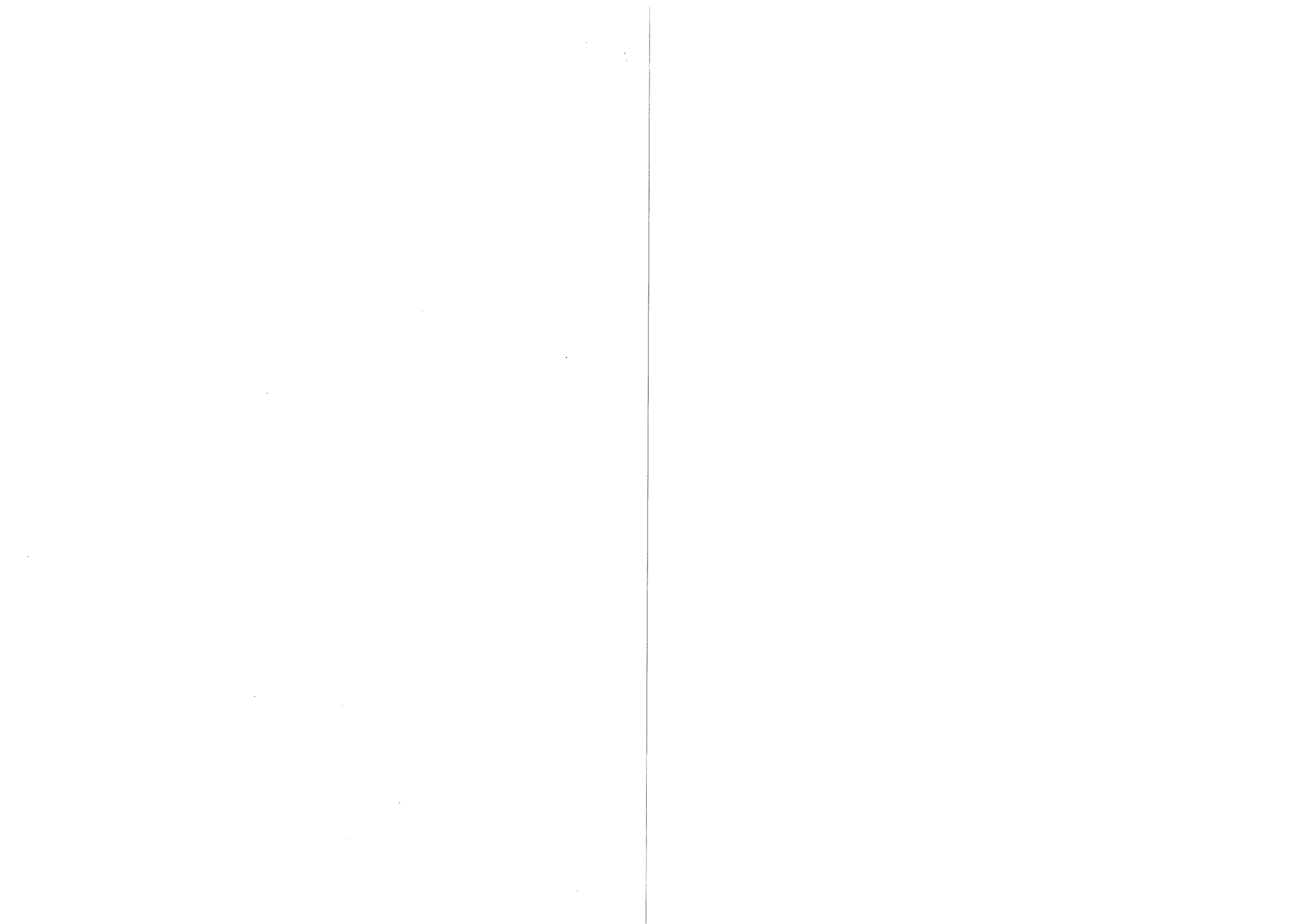
- (a) Describe any **FOUR (4)** types of computers. (12 marks)
- (b) Explain the **FOUR (4)** types of communication channels. (8 marks)

Question 2

- (a) Explain **THREE (3)** advantages of information technology. (9 marks)
- (b) Explain any **THREE (3)** advantages of multi-user system. (6 marks)
- (c) Give **FIVE (5)** suggestions to prevent virus infection in computer system. (5 marks)

Question 3

- (a) Describe any **FOUR (4)** Network Service Applications. (12 marks)
- (b) Specify the component of the email address: **john@newinti.edu.my** (4 marks)
- (c) Explain any **TWO (2)** functions of operating system. (4 marks)



Question 4

- (a) Describe any **FIVE (5)** techniques used to collect personal data in web sites.
(10 marks)
- (b) Differentiate between intranet and extranet.
(4 marks)
- (c) Define Utility program and give **FOUR (4)** examples of such program commonly used.
(6 marks)

-THE END-

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