

**FINAL**  
Examination Paper  
(COVER PAGE)

Session : August 2015

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

Course : DHM1100 /DCA1102 : Information Systems

Date of Examination : December 7, 2015 (Monday)

Time : 11:00 am – 1:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Section A: TWENTY(20) Multiple Choice questions. Answer ALL the questions.

Section B : Answer THREE (3) out of 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) : Mr Ryan Tee Ah Ann, Mr Light Lau

Moderator : Mr Tang Yang Tze

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
DHM 1100: INFORMATION SYSTEMS  
FINAL EXAMINATION: AUGUST 2015 SESSION

**Section A (40 marks)**

**Instructions :** This section consists of **20 questions**. Answer **ALL** questions in the **OMR** sheet provided.

1. What is ERP?
  - (A) Enterprise Restructure Planning
  - (B) Enterprise Resource Planning
  - (C) Enterprise Revamp Planning
  - (D) Enterprise Reunion Planning
  - (E) Enterprise Re-engineering Planning
  
2. A network that supports the interconnection of information technology within a big city is called \_\_\_\_\_.
  - (A) Wide Area Network (WAN)
  - (B) Local Area Network (LAN)
  - (C) Metropolitan Area Network (MAN)
  - (D) Internal Area Network (IAN)
  - (E) Personal Area Network (PAN)
  
3. Which of the following units represents a larger amount of data in computing?
  - (A) Kilo Byte (KB)
  - (B) Tera Byte (TB)
  - (C) Mega Bye (MB)
  - (D) Giga Byte (GB)
  - (E) Nano Byte (nB)
  
4. Which of the following affiliation ID is **MISMATCHED**?
  - (A) org – organization site
  - (B) net – networking site
  - (C) com – business site
  - (D) gov – government site
  - (E) edu – educational site

5. A(n) \_\_\_\_\_ is a field or set of fields that uniquely identifies a database record.
- (A) primary key
  - (B) attribute
  - (C) foreign key
  - (D) record
  - (E) entity
6. \_\_\_\_\_ refers to the programs that manage computer resources at a low level.
- (A) Firmware
  - (B) Freeware
  - (C) Shareware
  - (D) System software
  - (E) Hardware
7. \_\_\_\_\_ performs mathematical calculation and logical comparison.
- (A) Control Unit
  - (B) Ports
  - (C) ROM
  - (D) RAM
  - (E) ALU
8. \_\_\_\_\_ consists of the buying and selling of products or services over electronic systems such as the Internet and other computer networks.
- (A) Multimedia Commerce
  - (B) M-Commerce
  - (C) Advanced business
  - (D) Multidimensional
  - (E) E-Commerce
9. Each computer on the Internet has an address called \_\_\_\_\_.
- (A) HTML
  - (B) XML
  - (C) XHTML
  - (D) CSS
  - (E) URL

10. Most software used to run on a personal computer uses a \_\_\_\_\_ license.
- (A) single user
  - (B) network
  - (C) stand alone
  - (D) multi user
  - (E) share user
11. \_\_\_\_\_ is a form of e-commerce in which customers deal directly with an organization and bypass the intermediaries.
- (A) B2B
  - (B) B2C
  - (C) C2C
  - (D) C2G
  - (E) None of the above
12. The followings are computer crimes, **EXCEPT** \_\_\_\_\_.
- (A) Identify theft
  - (B) Cyberterrorist
  - (C) Cracker
  - (D) Hacker
  - (E) None of the above
13. What is **NOT** an important attribute for artificial intelligence system?
- (A) Ability to understand visual image
  - (B) Ability to be creative
  - (C) Ability to calculate complex formula
  - (D) Both (A) & (B) only
  - (E) All (A), (B) & (C)
- 14) The \_\_\_\_\_ is the heart of the Operating System and control most of computer critical process.
- (A) Kennel
  - (B) Control Unit
  - (C) ALU
  - (D) Kernel
  - (E) BIOS

15. Which part of Expert System store data, rules, cases and relationships?
- (A) Acquisition facility
  - (B) Database Management System
  - (C) Data interface
  - (D) Knowledge base
  - (E) None of the above
16. A computer program that capable of duplicate itself on infected computer, consuming computer resources and send copies to other computers via network is called \_\_\_\_\_.
- (A) Worm
  - (B) Trojan horse
  - (C) Virus
  - (D) anti-virus
  - (E) Bacteria
17. The followings are ways to prevent unauthorized computer access, **EXCEPT** \_\_\_\_\_.
- (A) Using anti-virus software
  - (B) Using fingerprint authentication device
  - (C) Using the intrusion detection software
  - (D) Using the security dashboard
  - (E) Using the firewall software
18. Decision Support System (DSS) has the following characteristics, **EXCEPT**
- (A) Provide rapid access to information.
  - (B) Perform complex and advanced analysis
  - (C) Perform simulation analysis
  - (D) Handle large amounts of data from different sources.
  - (E) None of the above
19. \_\_\_\_\_ is branch of artificial intelligence involve computer understanding and reacting to statement in English?
- (A) Machine Language processing
  - (B) Natural language processing
  - (C) Neural network
  - (D) Vision system
  - (E) Robotic

20. Computers represent data in \_\_\_\_\_, written as sequences of "0" and "1".
- (A) analog format
  - (B) decimal format
  - (C) binary format
  - (D) Both (a) and (b)
  - (E) None of the above

**Section B (60 marks)**

**Instructions :** 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) Explain any **FIVE (5)** setbacks of computer technology in social and ethics. (10 marks)
- (b) Explain the **FIVE (5)** main elements of an information system. (10 marks)

**Question 2**

- (a) Explain **FIVE (5)** types of Information System procedures. (10 marks)
- (b) Give **FIVE (5)** suggestions to prevent virus infection in a computer system. (5 marks)
- (c) Differentiate between Intranet and Extranet. (5 marks)

**Question 3**

- (a) Explain any **FIVE (5)** types of telecommunication devices. (10 marks)
- (b) Define network topology and explain any **FOUR (4)** types of network topologies. (10 marks)

**Question 4**

- (a) Briefly explain any **FIVE (5)** types of Internet and Web applications. (10 marks)
- (b) Define system conversion and explain **FOUR (4)** types of conversion strategies. (10 marks)

**-THE END-**  
*DHM1100/DCA1102(F)*

