

**FINAL
Examination Paper**

(COVER PAGE)

Session : January 2018

Programme : Diploma In Hotel Management (DHM)

Course : DHM1100 : Information Systems

Date of Examination : March 8, 2018 (Thursday)

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) : Chern Huey Rong

Moderator : Mr Tang Yang Tze

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1100: INFORMATION SYSTEM
FINAL EXAMINATION: JANUARY 2018 SESSION

SECTION A: (40 Marks)

There are **TWENTY (20)** questions in this section. Answer **ALL** questions in the **OMR** sheet provided.

1. Which of the following affiliation ID is **MISMATCHED**?
 - A. org – organization site
 - B. net – networking site
 - C. com – business site
 - D. gov – government site

2. _____ consists of a set of program to operate computers.
 - A. Freeware
 - B. Shareware
 - C. Software
 - D. Malware

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 needs to be easily accessible and protected against unauthorized users. Which of the following systems is suitable for this purpose?
 - A. Electronic spreadsheets
 - B. Decision support system
 - C. Database
 - D. Expert System

4. Which of the following symbols is normally used to hide the user password?
 - A. ****
 - B. @@@@
 - C. \$\$\$\$
 - D. %%%%

5. The unique address of a file on the Internet network is called _____.
 - A. HTML
 - B. XML
 - C. XHTML
 - D. URL

6. In a _____, computer resources such as hardware, programs, information, people, and procedures are normally share.
- A. Single user system
 - B. Multi user system
 - C. Standalone 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. M-commerce
 - C. Multidimensional
 - D. E-commerce
9. Which below is not benefit of using Spreadsheet programs:
- A. Save time
 - B. Allow users to create graphics from dataset
 - C. Summarize dataset
 - D. Controls operation of computer
10. Computers represent data in _____, written as sequences of "0" and "1".
- A. Analog format
 - B. Decimal format
 - C. Binary format
 - D. Both (A) & (B)
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. A private network that connects computer networks in city 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. The following methods are used 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 firewall software.
15. An organized collection of data in which the data are structured in form of table (row/column) called as _____.
- A. Relational database
 - B. Record
 - C. Attribute
 - D. Entity
16. _____ is a set of stations, consisting of hardware, programs and information, which are linked together to transmits and receives data or information.
- A. Operating system
 - B. System
 - C. Server
 - D. Reengineering
17. Which of the following items 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. In a grocery store, the clerk scans the bar code on an item, which is transmitted to the computer. The actual scanner device is an example of the _____ component of an Information System (IS).
- A. procedures
 - B. hardware
 - C. software
 - D. data

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) Explain **FOUR (4)** types of computers. (8 marks)
- (b) Describe **THREE (3)** main types of viruses. (9 marks)
- (c) Identify **THREE (3)** Network Service Application (NSA) area. (3 marks)

Question 2

- (a) Define **FIVE (5)** types of BIS. (10 marks)
- (b) Explain any **THREE (3)** advantages of multi-user system. (6 marks)
- (c) Explain any **TWO (2)** functions of operating system. (4 marks)

Question 3

- (a) Explain **FIVE (5)** types of Information System procedures. (10 marks)
- (b) Specify the component of the email address: john@newinti.edu.my (4 marks)
- (c) Give **THREE (3)** suggestions to prevent virus infection in computer system. (6 marks)

Question 4

- (a) Explain any **FIVE (5)** techniques used to collect personal data in web sites. (10 marks)
- (b) Explain **FIVE (5)** components in an information system. (10 marks)

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