



FINAL Examination Paper

(COVER PAGE)

Session : August 2017

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

Course : DHM1100/DCA1102 : Information Systems

Date of Examination : December 12, 2017 (Tuesday)

Time : 11:00 am – 1:00 pm 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 & Koagella Utandy

Moderator : Mr Tang Yang Tze

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA/DCAN)
DHM1100/DCA1102: INFORMATION SYSTEMS
FINAL EXAMINATION: AUGUST 2017 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. Which of the following items is the product of data processing?
 - (a) Information
 - (b) Data
 - (c) Software Program
 - (d) System

2. Memories that can only be read only are called _____.
 - (a) RAM
 - (b) ROM
 - (c) DRAM
 - (d) Virtual Memory

3. A program that converts computer data into some code system other than the normal one is known as _____.
 - (a) Emulator
 - (b) Encoder
 - (c) Decoder
 - (d) Trigger

4. What is Cache memory?
 - (a) Extra memory used for overflow from your Hard Disk
 - (b) A place to store secret information like passwords
 - (c) It's the same as your Hard Disk Drive
 - (d) Fast memory used for data that is accessed often

5. The _____ of a system includes the programs or instructions.
 - (a) Hardware
 - (b) Icon
 - (c) Software
 - (d) Virtual memory

6. The most important or powerful computer in a typical network is _____.
- (a) Desktop
 - (b) Client
 - (c) Network Server
 - (d) Network Station
7. Computers use the _____ number system to store data and perform calculations.
- (a) Decimal
 - (b) Hexadecimal
 - (c) Octal
 - (d) Binary
8. What is backup?
- (a) Adding more components to your network
 - (b) Copying data from the storage to a different destination
 - (c) Accessing data on tape ALU
 - (d) Editing data on tape CU
9. The code for a Web page is written using _____.
- (a) A fifth generation language
 - (b) Win Zip
 - (c) Peripherals
 - (d) Hypertext Markup Language
10. What is the correct order of data elements (from smallest to largest)?
- (a) character, file, record, field, database
 - (b) character, record, field, database, file
 - (c) character, field, record, file, database
 - (d) Bit, byte, character, record, field, file, database
11. Which of the following events is NOT a symptom of a virus?
- (a) Existing program files and icons disappear.
 - (b) The CD-ROM stops functioning.
 - (c) The Web browser opens to an unusual home page.
 - (d) Odd messages or images are displayed on the screen.

12. What is the correct association between a hardware component and a computer function?
- (a) Monitor > input
 - (b) Mouse > input
 - (c) CPU > storage
 - (d) Hard disk > processing
13. Use of icons and windows are characteristic of the _____ interface.
- (a) Command driven
 - (b) Windows oriented
 - (c) Graphical user
 - (d) Menu driven
14. The ability of an operating system to control the activities of multiple programs at the same time is called _____.
- (a) multi-tasking
 - (b) multi-processing
 - (c) multi-operating
 - (d) multi-paging
15. Which of the following can be easily spread by virus except _____?
- (a) An e-mail with attachment
 - (b) A plain text mail
 - (c) Downloading files over the web
 - (d) Files from pen drive
16. QWERTY is used with reference to _____.
- (a) Plotter
 - (b) Printer
 - (c) Mouse
 - (d) Keyboard
17. _____ is referring to the unauthorized access into others system.
- (a) Hacking
 - (b) Encryption
 - (c) Decryption
 - (d) Decoding

18. What does HTTP stand for?
- (a) Hypertext Transfer Protocol
 - (b) Hypertext Transfer Plotter
 - (c) Head Tail Transfer Plotter
 - (d) Head Tail Transfer Protocol
19. Which of the following items is responsible for the management and coordination of activities and the sharing of the resources of the computer?
- (a) Application Software
 - (b) Motherboard
 - (c) Operating System
 - (d) Ports
20. The _____ cells involve creating a single cell by combining two or more selected cells.
- (a) Splitting
 - (b) Formatting
 - (c) Embedding
 - (d) Merging

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) Distinguish between *System Software* and *Application Software* with example(s).
(6 marks)
- (b) Describes **FOUR (4)** types of input in relation to Human Computer Interaction (HCI).
(8 marks)
- (c) Distinguish between *storage medium* and *storage device*.
(6 marks)

Question 2

(a) Expand the *acronym* below:

(10 marks)

Types of Business Information System	
Acronym	Expand
BIS	Business Information System (example)
TPS	
OLTP	
MIS	
MRS	
DSS	
GSS	
EIS	
AI	
MRP	
ERP	

(b) Describe any **FIVE (5)** types of information display in multimedia presentation.

(10 marks)

Question 3

(a) Describe **THREE (3)** main types of viruses.

(9 marks)

(b) Describe **FOUR (4)** ethical issues in managing the information systems and technology.

(8 marks)

(c) Identify any **THREE (3)** ways to safeguard against unauthorized access and uses.

(3 marks)

Question 4

(a) Describe **FOUR (4)** types of tests by system developers.

(8 marks)

(b) Describe **THREE (3)** possible computer systems or solutions can be recommended by system analyst for an organization.

(6 marks)

(c) Describe any **THREE (3)** techniques of data and information gathering method.

(6 marks)

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