

FINAL
Examination Paper

(COVER PAGE)

Session : January 2017

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

Course : DHM1100/DCA1102 : Information System

Date of Examination : March 6, 2017 (Monday)

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 & Answer Booklet

Examiner (s) : Mr Teh Je Sen

Moderator : Mr Tang Yang Tze

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

Section A (40 marks)

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

1. What is information technology?
 - A. Internet-based computing that allows users to share computer processing resources and data to other computers or devices on-demand.
 - B. The use of computers to create, store, and disperse data and information.
 - C. Large data sets that are large and complex, requiring specialized data processing applications to deal with them.
 - D. None of the above.

2. A career in information technology covers a variety of different job roles. Which of the following are examples of these job roles?
 - A. Designing technology.
 - B. Selling technology.
 - C. Building technology.
 - D. All of the above.

3. What are the components of a computer-based information system?
 - A. Hardware, malware, people, information and procedures.
 - B. Automation, software, technicians, outputs and encryption.
 - C. Telecommunication, software, people, information and firewalls.
 - D. Hardware, software, people, database, telecommunication and procedures.

4. Which of the following is **NOT** computing hardware?
 - A. Operating system (OS).
 - B. Peripheral device.
 - C. Central processing unit (CPU).
 - D. Storage device.

5. _____ consists of a set of instructions that controls a computer or communications network.
- A. Freeware.
 - B. Shareware.
 - C. Software.
 - D. Malware.
6. 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.
7. As a supervisor, Alice wants to transmit private and sensitive information to several of her employees regarding their salary increment. Which of the following communication channels is suitable for this task?
- A. Usenet.
 - B. Telnet.
 - C. Email.
 - D. Mailing list.
8. Bob has financial information for his restaurant for the year 2016. He wants to store this data for future reference and also to analyze the data for trends by generating charts and graphs. Which of the following is suitable for this purpose?
- A. Electronic spreadsheets.
 - B. Decision support systems.
 - C. Database.
 - D. Expert systems.
9. 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 systems.
 - C. Database.
 - D. Expert systems.

10. Which of the following business graphics is best suited to provide a quick overview of budgets, market shares or any data that can be divided into a limited number of categories?
- Line chart.
 - Stacked bar chart.
 - Pie chart.
 - Pictogram.
11. Which of the following is FALSE?
- Local Area Network (LAN): A network that interconnects computers and communication devices within an office or a series of offices.
 - Wide Area Network (WAN): A network that connects sites within a university.
 - Metropolitan Area Network (MAN): A network that connects local area networks in a city.
 - None of the above.
12. A database management system (DBMS) has many features to perform various tasks in managing a database. Which of the following are objectives or advantages of a DBMS?
- Reduce data redundancy.
 - Improve data integrity.
 - Share data and information.
 - Maintaining data security.
 - Enabling database evolution.
- (i), (ii) and (iii) only.
 - (ii), (iii) and (iv) only
 - (i), (ii), (iv) and (v) only.
 - All above.
13. Which of the following is the correct order of the systems development life cycle (SDLC)?
- Recognize problem → Determine requirements → Design the system → Construct the system → Implement the system → Evaluate the system
 - Recognize problem → Design the system → Determine requirements → Construct the system → Implement the system → Evaluate the system
 - Determine requirements → Recognize problem → Design the system → Construct the system → Implement the system → Evaluate the system
 - Recognize problem → Determine requirements → Construct the system → Design the system → Implement the system → Evaluate the system

14. _____ 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 diagram.
 - D. Business model.
15. A _____ 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.
16. 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.
17. _____ is a system that uses a powerful computer graphics workstation to enable product designers and engineers to draw design specifications on a display screen.
- A. Robotics.
 - B. Computer-aided manufacturing (CAM).
 - C. Computer-aided design (CAD).
 - D. Graphical user interface.
18. 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.

19. Which of the following safeguards data against information theft by converting data into an unreadable form?
- A. Encryption.
 - B. Authentication.
 - C. Security protocol.
 - D. Hashing.
20. A bank employee has illegally transferred funds using a computer within the bank to his own account. Which of the following is crucial in identifying the person involved in the theft?
- A. Privacy laws.
 - B. Content filtering.
 - C. Computer forensics.
 - D. None of the above.

Section B (60 marks)

Instruction: 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) A computer is made up of several key hardware components. List and briefly describe **FOUR (4)** of these computer components. (8 marks)
- (b) Specify the components of this internet address: brad@apple.gov.my (4 marks)
- (c) List and briefly describe **FOUR (4)** benefits of information technology. (8 marks)

Question 2

- (a) What is a database? Provide a simple example of a database used in a business or company (e.g. in a restaurant, hospital, university). (2 marks)
- (b) Define the following database terms:
- (i) Entity. (1 mark)
 - (ii) Attribute. (1 mark)
 - (iii) Data item. (1 mark)

- (iv) Record. (1 mark)
- (c) A multi-user system is a communications system in which more than one user share resources. Describe **THREE (3)** purposes of multi-user systems. (6 marks)
- (d) There are several types of area networks that connect multiple users or devices. These networks differ based on the geographical size of the network. List and briefly describe **FOUR (4)** types of area networks. (8 marks)

Question 3

- (a) Provide definitions for Business Information Systems (BIS) and Computer-Integrated Manufacturing (CIM) (2 marks)
- (b) List and define **FIVE (5)** types of BIS. (10 marks)
- (c) List and define **FOUR (4)** types of CIM. (8 marks)

Question 4

- (a) What is a cybercrime? List **FIVE (5)** categories of cybercriminals? (6 marks)
- (b) List **THREE (3)** ways of how a virus spreads to a computer. (3 marks)
- (c) List **FIVE (5)** methods to prevent virus infections. (5 marks)
- (d) Describe the following types of IT-related issues and provide **ONE (1)** example for **EACH** type:
- (i) Information Privacy. (2 marks)
- (ii) Ethics. (2 marks)
- (iii) Computer Crime. (2 marks)

-THE END-

