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For May/Nov. 2019 Examination CA Intermediate (IPC)

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Understanding
Information Technology

Multiple Choice Questions

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Multiple Choice Questions (MCQs)

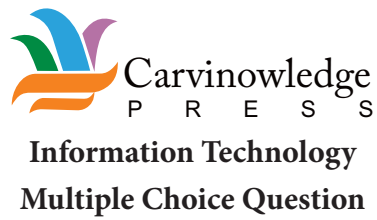
[FOR CA-INTERMEDIATE - IPC]

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Introduction to Business Process Management

Multiple Choice Question (MCQs)

1. Which of the following statement about business is not true?
 - (a) It is an economic activity.
 - (b) It is pursued mainly to satisfy the material needs of the society.
 - (c) It is conducted with the purpose of earning profits.
 - (d) It is conducted to avoid competition in the market.
2. A _____ is a sequence of events that uses inputs to produce outputs.
 - (a) Business
 - (b) Process
 - (c) Radical redesign
 - (d) Economic activity
3. A business process comprises a combination of number of such independent or interdependent processes such as _____.
 - (a) Developing new product
 - (b) Customer order processing
 - (c) Bill payment system
 - (d) All of the above
4. Waiting in a queue in a post office or bank or buying a ticket for train or bus is a simple _____.
 - (a) Business
 - (b) Business System
 - (c) Business process
 - (d) None of the above
5. Process Owner is the key person in _____.
 - (a) Functional organisation
 - (b) Traditional organisation
 - (c) Modern organisation
 - (d) All of the above
6. Functional Executive is the key person in _____.
 - (a) Traditional organisation
 - (b) Modern organisation
 - (c) Process organisation
 - (d) All of the above
7. Which one of the following is not the benefit of Process or Modern organizations?
 - (a) Responsive to market requirements
 - (b) Improved communication
 - (c) Better collaboration between different functional tasks
 - (d) Performance measurements non-aligned with process goals
8. Which one of the following is the weakness of Process or Modern organizations?
 - (a) Duplication of functional expertise
 - (b) Responsive to market requirements
 - (c) Improved communication
 - (d) Better collaboration between different functional tasks
9. Which one of the following is not the weakness of Process or Modern organizations?
 - (a) Duplication of functional expertise
 - (b) Inconsistency of functional performance between processes
 - (c) Performance measurements aligned with process goals
 - (d) Increased operational complexity
10. "Barrier to communication between different functions" is a weakness of _____.
 - (a) Process Organization
 - (b) Traditional Organization
 - (c) Functional Organization
 - (d) Both "B" and "C"
11. Which one of the following is not the weakness of Functional organizations?
 - (a) Poor handover between functions that affects customer service
 - (b) Lack of end-to-end focus to optimize organizational performance
 - (c) Increased operational complexity
 - (d) Barrier to communication between different functions

- 12. Which one of the following is not a benefits of Functional organizations?**
- Focus on functional excellence
 - Toughand complicated work flow implementation
 - Work balancing because workers have similar skills
 - Clear management direction on how work should be performed
- 13. In which of the following duplication of functional expertise is exercised?**
- Traditional organisation
 - Modern organisation
 - Functional organisation
 - All of the above
- 14. Barrier to communication between different functions is a limitation of _____.**
- Modern organisation
 - Traditional organisation
 - Process organisation
 - All of the above
- 15. _____ supports cost leadership strategy.**
- Traditional organisation
 - Modern organisation
 - Process organisation
 - All of the above
- 16. _____ supports differentiation strategy.**
- Traditional organisation
 - Functional organisation
 - Modern organisation
 - All of the above
- 17. Which of the following statement about business process flow is true?**
- A business process flow is a prescribed sequence of work steps.
 - It is performed in order to produce a desired result for the organization.
 - It is initiated by a particular kind of event.
 - All of the above
- 18. Which of the following statement about business process flow is true?**
- It is initiated by a particular kind of event.
 - It has a well-defined beginning and end.
 - It is usually completed in a relatively short period.
 - All of the above
- 19. Business processes have _____ on the financial status of the organization.**
- Direct effect
 - Indirect effect
 - No effect
 - Both a and b
- 20. _____ covers the business processes involved in recording and processing accounting events of a company.**
- O2C cycle
 - Accounting cycle
 - P2P cycle
 - Inventory cycle
- 21. _____ begins when a transaction occurs and ends with its inclusion in the financial statements.**
- O2C cycle
 - P2P cycle
 - Accounting cycle
 - Inventory cycle
- 22. OTC is also called as _____.**
- Sales cycle
 - P2P cycle
 - Accounting cycle
 - Inventory cycle
- 23. O2C is also called as _____.**
- P2P cycle
 - Accounting cycle
 - Inventory cycle
 - Sales cycle
- 24. _____ covers all the business processes relating to fulfilling customer requests for goods or services.**
- P2P cycle
 - Sales cycle
 - Accounting cycle
 - Inventory cycle
- 25. _____ involves transactional flow of data from the initial point of documenting a customer order to the final point of collecting the cash.**
- Sales cycle
 - P2P cycle
 - Accounting cycle
 - Inventory cycle
- 26. _____ is also known a P2P cycle.**
- Sales cycle
 - Accounting cycle
 - Purchase to pay cycle
 - Inventory cycle
- 27. _____ is also known a P2P cycle.**
- Procure to pay cycle
 - Sales cycle
 - Accounting cycle
 - Inventory cycle
- 28. _____ covers all the business processes relating to obtaining raw materials required for production of a product or for providing a service.**
- Sales cycle
 - Accounting cycle
 - Procure to pay cycle
 - Inventory cycle

29. _____ involves the transactional flow of data from the point of placing an order with a vendor to the point of payment to the vendor.
- Sales cycle
 - Accounting cycle
 - Inventory cycle
 - Procure to pay cycle
30. _____ are the high-level processes that are typically specified in textual form.
- Organisational business processes
 - Operational business processes
 - Implemented business processes
 - All of the above
31. The _____ is broken down into operational goals.
- Business strategy
 - Organisational processes
 - Operational processes
 - Implementation processes
32. The Business strategy is broken down into _____.
- Organisational processes
 - Operational processes
 - Operational goals
 - Implementation processes
33. _____ are specified by business process models.
- Organisational business processes
 - Operational business processes
 - Implemented business processes
 - Management Processes
34. Operational Business Processes are the basis for developing _____.
- Organisational business processes
 - Operational business processes
 - Implemented business processes
 - Management Processes
35. _____ are the basis for developing implemented business processes.
- Organisational business processes
 - Operational business processes
 - Implemented business processes
 - Management Processes
36. _____ contain information on the execution of the process activities and the technical and organizational environment in which they will be executed.
- Organisational business processes
 - Operational business processes
 - Implemented business processes
 - Management Processes
37. Process management involves concerted efforts to _____ to organizational processes.
- Map
 - Implement
 - Improve
 - All of the above
38. Which of the following is a benefits of using techniques for BPM?
- Effectiveness gains for enterprises
 - Creation of basic operational value proposition
 - Revenue growth
 - All of the above
39. Which of the following is a benefits of using techniques for BPM?
- Revenue growth
 - Process improvements
 - Goal fulfilment
 - All of the above
40. Which of the following is a BPM practice?
- Strive for process-oriented organizational structure.
 - Appoint process owners.
 - Senior management needs to commit and drive BPM.
 - All of the above
41. Which of the following is a BPM practice?
- Work collaboratively with business partners on cross-organizational business processes.
 - Continuously train the workforce and continuously improve business processes.
 - Align employee bonuses and rewards to business process performance.
 - All of the above
42. From a business management point of view, which one of the following is not an important aspects of business process management?
- Increasing customer dissatisfaction
 - Reducing cost of doing business (cost reduction)
 - Establishing new products services at low cost (value creation)
 - Providing competitive advantages to the firm

43. Which of the following phases of Business Process Management-Life cycle involves analysis of the current environment and current processes, identification of needs and definition of requirements?
- Design phase
 - Implementation phase
 - Analysis phase
 - Run phase
44. Which of the following phases of Business Process Management-Life cycle involves evaluation of potential solutions to meet the identified needs, business process designing and business process modelling?
- Design phase
 - Analysis phase
 - Implementation phase
 - Run phase
45. Which of the following phases of Business Process Management-Life cycle involves project preparation, blue printing, realization, final preparation, going live and support?
- Analysis phase
 - Design phase
 - Implementation phase
 - Run phase
46. Which of the following phases of Business Process Management-Life cycle involves business process execution or deployment and business process monitoring?
- Analysis phase
 - Run and monitor phase
 - Design phase
 - Implementation phase
47. Which of the following phases of Business Process Management-Life cycle involves iteration for continuous improvement?
- Analysis phase
 - Design phase
 - Implementation phase
 - Optimize
48. Six Sigma is a business strategy developed by _____ in 1986 to achieve process improvement.
- Motorola
 - Google
 - Apple
 - Microsoft
49. Six Sigma efforts targets which of the following?
- Improving customer satisfaction
 - Reducing cycle time
 - Reducing defects
 - All of the above
50. _____ is a people-focused management system that aims at continual increase in customer satisfaction at continually lower real cost.
- Six sigma
 - BPM
 - Total Quality Management
 - All of the above
51. TQM stands for _____.
- Total Qualified Management
 - Total Quality Management
 - Total Quality Mechanism
 - Total Qualified Mechanism
52. Business Process Reengineering (BPR) is a business management strategy, originally pioneered in the early 1990s by _____.
- Michael Hammer
 - James Champy
 - Michael porter
 - Arthur D. Little
53. Which of the following is a BPR success factor?
- Adequate IT infrastructure
 - BPR team composition
 - Business needs analysis
 - All of the above
54. Which of the following is a BPR success factor?
- Organization wide commitment
 - Ongoing continuous improvement
 - Effective change management
 - All of the above
55. BPM is the achievement of an organization's objectives through the _____, _____ and _____ of essential business processes.
- Improvement
 - Management
 - Control
 - All of the above
56. Which one of the following is not "BPM Principles"?
- Role of IT
 - Processes are Assets
 - Processes create consistent value
 - Intermittent improvement of processes

57. Senior management's commitment is needed for successful BPM. This is called _____.

- (a) Bottom-up commitment
- (b) Horizontal commitment
- (c) Top-bottom commitment
- (d) None of the above

58. BPR, TQM and Six Sigma are tools for _____.

- (a) Process devaluation
- (b) Performance evaluation
- (c) Assets valuation
- (d) Processes Improvement

59. Which of the following is not a main area of target in six sigma efforts?

- (a) Improving customer satisfaction
- (b) Reducing cycle time
- (c) Reducing value
- (d) Reducing defects

60. In six sigma the most appropriate solution is identified using solution prioritization matrix and validated by using

- (a) Root cause analysis
- (b) CTC analysis
- (c) CTQ analysis
- (d) Pilot testing

61. Process is standardized and documented. Under which phase of 'DMAIC'?

- (a) Define Phase (b) Analyse Phase
- (c) Measure Phase (d) Control Phase

62. Cost and benefit analysis is performed to validate the financial benefit of the solution under _____.

- (a) Define Phase
- (b) MeasurePhase
- (c) Control Phase
- (d) Improve Phase

63. Which of the following statement is incorrect in the explanation of BPR definition?

- (a) Fundamental: What is the company's basic style of working?
- (b) Radical: All existing procedures and structures must be forgotten and new styles of working must be discovered. Changes must be made at the very root.
- (c) Spectacular: Spectacular changes must be discovered, which might also be marginal improvements in business processes.
- (d) Processes: Redesign must be fixed on the processes not on the tasks, jobs, people, or structures.

64. A BPR team must represent _____.

- (a) Every factor of the business environment
- (b) All important stakeholders from the industry
- (c) Every functional area of an organization
- (d) The whole nation and its demographic factors

65. Organization wide commitment means _____.

- (a) Top-bottom commitment
- (b) Bottom-up execution
- (c) Both 'a' and 'b'
- (d) None of the above

Answer Keys - MCQs

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
(d)	(b)	(d)	(a)	(c)	(a)	(d)	(a)	(c)	(d)	(c)	(b)	(b)	(b)	(a)	(c)	(d)	(d)	(d)	(b)
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
(c)	(a)	(d)	(b)	(a)	(c)	(a)	(c)	(d)	(d)	(a)	(c)	(b)	(c)	(d)	(c)	(b)	(d)	(a)	(d)
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
(d)	(a)	(c)	(a)	(c)	(b)	(d)	(a)	(d)	(b)	(b)	(c)	(d)	(d)	(d)	(d)	(c)	(c)	(d)	(d)
61	62	63	64	65															
(d)	(d)	(c)	(c)	(c)															

Business Process Management Implementation and Role of IT

Multiple Choice Questions (MCQs)

1. Which of the following factors is not to be considered in implementing BPM?
(a) Scope (b) Goal
(c) Tools (d) Only Methods
2. Six Sigma, BPM Life Cycle Method, TQM, Informal methods are the _____ in BPM implementation.
(a) Scope and goals (b) Methods to be used
(c) Tools to be used (d) Skills required
3. Which one of the following is not considered under the meaning of Sponsorship in BPM implementation key factors?
(a) Executive Level (b) Process Owner Level
(c) Competitor Level (d) Employee Level
4. BPM includes _____.
(a) Process (b) People
(c) Technology (d) All of the above
5. Which of the following is a Component of BPM suit?
(a) Process engine
(b) Business analytics
(c) Content management
(d) All of the above
6. Which of the following component of BPM suit is a robust platform for modelling and executing process-based applications, including business rules?
(a) Process engine
(b) Business analytics
(c) Content management
(d) Collaboration tools
7. Which of the following component of BPM suit enable managers to identify business issues, trends, and opportunities with reports and dashboards and react accordingly?
(a) Process engine
(b) Business analytics
(c) Content management
(d) Collaboration tools
8. Which of the following component of BPM suit provides a system for storing and securing electronic documents, images, and other files?
(a) Process engine
(b) Business analytics
(c) Content management
(d) Collaboration tools
9. Which of the following component of BPM suit removes intra- and interdepartmental communication barriers through discussion forums, dynamic workspaces, and message boards?
(a) Process engine
(b) Business analytics
(c) Content management
(d) Collaboration tools
10. Which of the following is not a need for BPM implementation?
(a) To create the long-term future positioning of the business and enhance its future capability.
(b) To create short-term cost effectiveness and improvement to current customer service.
(c) To initiate continuous improvement from the base of the current, but improved, processes.
(d) To restrict the knowledge of products within the organization
11. Which of the following is the need for BPM implementation?
(a) To introduce a knowledge of product and customer profitability.
(b) To address the cultural barriers that prevent effective cross-functional and hierarchical working.
(c) To re-engineer the business radically and provide clear future competitive differentiation.
(d) All of the above



- 12. Organizations that utilize BPM systems to accomplish IT enabled business process change, gain from which of the following capabilities?**
- (a) Closer business involvement in designing IT enabled business processes.
 - (b) Ability to integrate people and systems that participate in business processes.
 - (c) Ability to simulate business processes to design the most optimal processes for implementation.
 - (d) All of the above
- 13. Which of the following is a benefit of BPMS?**
- (a) Automating repetitive business processes.
 - (b) BPMS works by 'loosely coupling' with a company's existing applications.
 - (c) Operational savings.
 - (d) All of the above
- 14. Which of the following is a benefit of BPMS?**
- (a) Reduction in the administration involved in compliance and ISO Activities.
 - (b) Freeing-up of employee time.
 - (c) Greater company agility.
 - (d) All of the above
- 15. Which of the following is not a reason for failure of BPMS?**
- (a) Superficial or deficient executive involvement
 - (b) Deficient project management
 - (c) Breakdown in gap analysis
 - (d) Flexible enough or too complicated to be customized to meet the precise workflow and business process.
- 16. Which of the following is a reason for failure of BPMS?**
- (a) Limited options for customization of the BPM software are required
 - (b) Not flexible enough or too complicated to be customized to meet the precise workflow and business process.
 - (c) Failure to identify future business needs
 - (d) All of the above
- 17. Which of the following is a reason for failure of BPMS?**
- (a) Inadequate assessment of the need for change management
 - (b) Persistent compatibility problems with the diverse legacy systems of the partners.
 - (c) Resources not available when desirable
 - (d) All of the above
- 18. Which of the following is not the reason for failure of BPMS?**
- (a) System has been engineered as for to the actual requirements.
 - (b) Technological obsolescence.
 - (c) Software fails to meet business needs
 - (d) Both 'b' and 'c'
- 19. Which of the following is not a benefit of Business Process Automation?**
- (a) Business process improvement
 - (b) Improved procedures
 - (c) Better Process Control
 - (d) Restriction on assignment.
- 20. Which one of the following is not the key benefits of business process automation?**
- (a) Business process improvement
 - (b) Improved procedures
 - (c) Weak Process Control
 - (d) Improved efficiency
- 21. Which of the following is a benefit of Business Process Automation**
- (a) Improved assignments
 - (b) Improved customer service
 - (c) Improved Efficiency
 - (d) All of the above
- 22. BPA is a set of _____.**
- (a) Strategies
 - (b) Skills
 - (c) Plans
 - (d) Tricks
- 23. Which of the following is a benefit of BPA?**
- (a) Saving on costs
 - (b) Staying ahead in competition
 - (c) Fast service to customers
 - (d) All of the above
- 24. Which of the following is incorrect statement about BPA?**
- (a) BPA is a set of activities or strategies to automate business processes so as to bring benefit to enterprise in terms of cost, time and effort.
 - (b) BPA consists of integrating applications, restructuring labour resources and using software applications throughout the organization.
 - (c) Business processes can be determined for many functional units of an organization, including sales, management, operations,

- supply chain, human resources and information technology.
- (d) BPA decreases productivity by automating key business processes through computing technology.
- 25. In the automation of functional units, sales is automated through creation of _____.**
- (a) SCM database (b) CRM database
(c) AIS database (d) ERP database
- 26. Which one of the following is not a challenge in implementing BPA?**
- (a) Budget
(b) Single product or service line
(c) Build and buy system
(d) Interfaces with the customers
- 27. The value chain approach was developed by _____ in the 1980s.**
- (a) Michael Hammer (b) Michael Porter
(c) James Champy (d) Jack Welch
- 28. The aim of the value chain framework is to _____.**
- (a) Maximise value creation
(b) Minimising costs.
(c) Diversifying products and services
(d) Both a and b
- 29. Which of the following is a support activity in the value chain analysis?**
- (a) Procurement
(b) Operation
(c) Outbound Logistics
(d) Sales & Marketing
- 30. Which of the following is a primary activity in the value chain analysis?**
- (a) Procurement
(b) Human Resource Management
(c) Sales & Marketing
(d) Administrative
- 31. _____ are the activities concerned with receiving the materials from suppliers, storing these externally sourced materials, and handling them within the firm.**
- (a) Inbound logistics
(b) Operations
(c) Outbound logistics
(d) Marketing and sales
- 32. _____ are the activities related to the production of products and services.**
- (a) Inbound logistics
(b) Operations
(c) Outbound logistics
(d) Marketing and sales
- 33. Which of the following terms, in case of a hotel would include reception, room service etc.**
- (a) Inbound logistics
(b) Outbound logistics
(c) Marketing and sales
(d) Operations
- 34. _____ are all the activities concerned with distributing the final product and/or service to the customers.**
- (a) Inbound logistics
(b) Marketing and sales
(c) Outbound logistics
(d) Operations
- 35. Which of the following terms, in case of a hotel this activity would entail the ways of bringing customers to the hotel.**
- (a) Inbound logistics
(b) Outbound logistics
(c) Marketing and sales
(d) Operations
- 36. _____ essentially analyses the needs and wants of customers and is responsible for creating awareness among the target audience of the company about the firm's products and services.**
- (a) Inbound logistics
(b) Outbound logistics
(c) Marketing and sales
(d) Operations
- 37. _____ is concerned with the responsibility for purchasing the materials that are necessary for the company's operations.**
- (a) Procurement
(b) Human Resource Management
(c) Technology Development
(d) Firm Infrastructure
- 38. _____ is concerned with recruiting, training, motivating and rewarding the workforce of the company.**
- (a) Procurement
(b) Human Resource Management

- (c) Technology Development
(d) Firm Infrastructure
39. _____ is concerned with technological innovation, training and knowledge that is crucial for most companies today in order to survive.
(a) Procurement
(b) Human Resource Management
(c) Technology Development
(d) Firm Infrastructure
40. _____ includes planning and control systems, such as finance, accounting, and corporate strategy etc.
(a) Procurement
(b) Human Resource Management
(c) Technology Development
(d) Firm Infrastructure
41. Which one of the following statement is incorrect regarding AIS?
(a) AIS is a system of collection, storage and processing of financial and accounting data that is used by decision makers.
(b) An Accounting Information System is a unified structure that employs physical resources and components to transform economic data into accounting information for external and internal users.
(c) Accounting information system (AIS) is a specialized subsystem of the Information System (IS).
(d) AIS provide inadequate controls to ensure that data are recorded and processed inaccurately by exposing organizational assets (data and systems) by providing inadequate documentation of all business activities and an ineffective segregation of duties.
42. Basic Functions of an AIS is _____.
(a) Collect and store data
(b) Record Transaction
(c) Safeguard Organizational Assets
(d) All of the above
43. _____ provides a clear view of firm's processing framework and involves activities of obtaining necessary funds to run the organization, repay creditors, and distribute profits to investors.
(a) Financing Cycle
(b) Revenue Cycle
(c) Expenditure Cycle
(d) Production Cycle
44. _____ involves activities of selling goods or services and collecting payment for sales.
(a) Financing Cycle (b) Expenditure Cycle
(c) Revenue Cycle (d) Production Cycle
45. _____ includes transactions surrounding the recognition of revenue involving accounts like Sales, Accounts Receivable, Inventory and General Ledger.
(a) Financing Cycle
(b) Revenue Cycle
(c) Expenditure Cycle
(d) Production Cycle
46. _____ involves activities of buying and paying for goods or services used by the organization.
(a) Revenue Cycle (b) Expenditure Cycle
(c) Financing Cycle (d) Production Cycle
47. _____ includes transactions surrounding the recognition of expenditures involving accounts like Purchases, Accounts Payable, Cash Disbursements, Inventory and General Ledger.
(a) Expenditure Cycle
(b) Revenue Cycle
(c) Financing Cycle
(d) Production Cycle
48. _____ involves activities of hiring and paying employees.
(a) Revenue Cycle
(b) Financing Cycle
(c) Human Resource Cycle/Payroll Cycle
(d) Production Cycle
49. _____ involves the recurring set of business activities and related data processing operations associated with the manufacturers of products including activities like converting raw materials and labour into finished goods.
(a) Production Cycle (b) Payroll Cycle
(c) Revenue Cycle (d) Financing Cycle
50. _____ involves the information processing operations involved in updating the general ledger and preparing reports that summarize the results of an organization's activities.
(a) Payroll Cycle
(b) General Ledger and Reporting System
(c) Revenue Cycle
(d) Financing Cycle

- ## Answer Keys - MCQs

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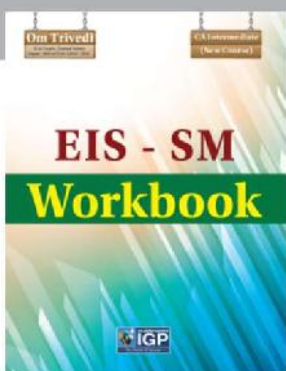


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1



Enterprise Information Systems Text Book	Multiple Choice Questions MCQs	Practice Sets
Strategic Management CONCEPTS AND PRACTICES Text Book	Strategic Management CONCEPTS AND PRACTICES MCQs	Strategic Management CONCEPTS AND PRACTICES Practice Set

2

Om

Business Process Mapping Systems

Multiple Choice Questions (MCQs)

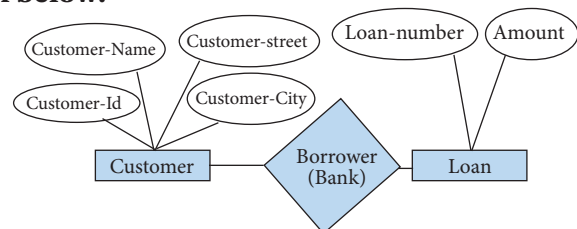
ER DIAGRAMS

- _____ are commonly used to represent entities in ER-Diagram.
 - Diamonds
 - Ovals
 - Rectangles
 - Square Boxes
- _____ are normally used to represent relationships.
 - Diamonds
 - Rectangular Boxes
 - Ovals
 - Square Boxes
- _____ are used to represent attributes.
 - Rectangular Boxes
 - Ovals
 - Diamonds
 - Square Boxes
- _____ is a piece of data-an object or concept about which data is stored.
 - Attributes
 - Relationships
 - Entity
 - Flows
- _____ may be a 'physical object' such as a house or a car, an 'event' such as a house sale or a car service, or 'concept' such as a customer transaction or order.
 - Attributes
 - Relationships
 - Entity
 - Flows
- Which one of the reasons from why the documentation is important to Information Systems is not correct?
 - Depicts how the system works
 - Trains the users
 - Designs new systems
 - Controls the system development and maximizes costs

- Which one of the following is not the advantages of using E R Diagram?
 - It is Intuitive and helps in Physical Database creation.
 - It can be generalized and specialized based on needs.
 - It can help in database design.
 - It is not simple but easily understandable.

- There are certain limitations of using E-R Diagram. Which one of the following is not a limitation of using E-R Diagram?
 - Physical design derived from E-R Model may have some amount of ambiguities
 - or inconsistency.
 - Sometime diagrams may lead to misinterpretations.
 - A diagram to show the entity relationship of different attributes.
 - None of the above.

Answer the questions from the E R Diagram drawn below.



- In the above E R Diagram, customer and loan are in which type of relationship?
 - One to one
 - One to many
 - Many to one
 - Many to many
- In the above E R Diagram, 'customer name' is:
 - An Entity
 - An Attribute
 - A Relationship
 - A Flow of data
- In the above E R Diagram, 'Loan' is:
 - An Entity
 - An Attribute
 - A Relationship
 - A Flow of data

gm

12. In the above E R Diagram, 'Loan number and Amount' are:

- (a) Entities (b) Attributes
(c) Relationships (d) Flow of data

DATA FLOW DIAGRAMS

13. Data flow diagram and flow chart are _____.

- (a) Synonymous (b) Different
(c) Same (d) Similar

14. Which of the following statement about DFD is not correct?

- (a) A data flow diagram only shows what an accounting system is doing
(b) It also shows what an information system is doing and how the system is doing it.
(c) A data flow diagram shows few technical details, it may be used to obtain an overall understanding of the system.
(d) It is used as a last step of developing system flow-charts.

15. The _____ in a data flow diagram are used to depict the flow of data from the origination of transactions and other events, through various stages of processing and refinement, to the distribution of processed or captured data.

- (a) Rectangle (b) Symbols
(c) Lines (d) Circles

16. Square in a DFD signifies _____.

- (a) External entity (b) Process
(c) Data store (d) Data flow

17. Circle in a DFD signifies _____.

- (a) External entity (b) Process
(c) Data store (d) Data flow

18. Rectangle with one side open in a DFD signifies _____.

- (a) External entity (b) Process
(c) Data store (d) Data flow

CONTEXT DIAGRAM

19. Context diagram is the _____ DFD.

- (a) Lowest level (b) Medium level
(c) Highest level (d) Real level

20. _____ depicts a data processing system and includes external entities that are the sources and destinations of system's inputs and outputs.

- (a) Flowchart (b) Context diagram
(c) ER Diagram (d) None of the above

21. A _____ shows how the system will be implemented. The physical model depicts the system.

- (a) Physical DFD (b) Context DFD
(c) Logical DFD (d) None of the above

22. A physical DFD _____.

- (a) Focuses on the business and how the business operates.
(b) Depicts the system
(c) It describes the business events that take place and the data required and produced by each event.
(d) Reflects the business.

23. Which of the following is an advantage using Data Flow Diagram?

- (a) It aids in describing the boundaries of the system.
(b) It is beneficial for communicating existing system knowledge to the users.
(c) A straightforward graphical technique which is easy to recognize.
(d) All of the above

24. Which of the following is a limitation of using Data Flow Diagram?

- (a) It is used as the part of system documentation file.
(b) It simply takes a long time to create, so long that the analyst may not receive support from the management to complete it.
(c) DFD can be easy understood by technical and nontechnical audiences.
(d) It supports the logic behind data flow within the system.

25. Which of the following is an advantage of using Data Flow Diagram?

- (a) It make the programmers little confused regarding the system.
(b) The biggest drawback of the DFD is that it simply takes a long time to create, so long that the analyst may not receive support from the management to complete it.
(c) DFD can be easy understood by technical and even by nontechnical audiences.
(d) Physical considerations are left out. Imagination

FLOW CHARTS

26. A _____ is a graphic representation of an algorithm.

- (a) Flowchart (b) ER diagram
(c) Logical DFD (d) Context DFD

27. Flowcharts _____.

- (a) Play a vital role in the programming of a problem
(b) Are quite helpful in understanding the logic of complicated and lengthy problems.



- (c) Are helpful in explaining a program to others.
(d) All of the above
- 28. Once the flowchart is drawn, it becomes _____ to write the program in any high level language.**
(a) Difficult (b) Onerous
(c) Easy (d) Inexpedient
- 29. It is _____ to say that a flowchart is a must for the better documentation of a complex program.**
(a) Correct (b) Incorrect
(c) Inapposite (d) Infelicitous
- 30. Which of the following is a limitation of using flowcharts?**
(a) Innovative, dynamic, risk taker and revolutionary
(b) Profit and function oriented
(c) A market leader who has lot of time for family
(d) People and process oriented
- 31. Which of the following is a limitation of flowcharts?**
(a) They are a better way of communicating the logic of a system to anyone.
(b) The program logic is quite complicated. In that case, a flowchart becomes complex and clumsy.
(c) Efficient Program Maintenance: The maintenance of an operating program becomes easy with the help of a flowchart.
(d) Quicker grasp of relationships: Before any application can be solved, it must be understood, the relationship between various elements of the application must be identified. The programmer can chart a lengthy procedure more
- 32. Which of the following is an advantage of using flowchart?**
(a) If alterations are to be done, the flowchart may require complete re-drawing.
(b) A flowchart acts as a guide or blueprint during the systems analysis and program development phase.
(c) As the flowchart symbols cannot be typed, reproduction of a flowchart becomes a problem.
(d) It becomes difficult to establish the linkage between various conditions, and the actions to be taken thereupon, for a particular condition.
- 33. System Outline Charts _____.**
(a) Merely list the inputs, file processed and the outputs without considering their sequence.
(b) Are designed to present an overview of data flow through all parts of a computer.
(c) Represent flow of documents, the operations or activities performed, the persons or workstations.
(d) Represent the operations of a system with the help of a logically drawn diagram, data, and illustrates the correct flow of documents.
- 34. In a Computer system, the System Flowchart mainly consists of _____.**
(a) Sources from which input data is prepared and the medium or devices used
(b) The processing steps or sequence of operations involved, and
(c) The intermediary and final outputs prepared and the medium and devices used for their storage.
(d) All of the above
- 35. _____ are diagrammatic representation of the data processing steps to be performed within a computer program.**
(a) System Flow Charts
(b) System Outline Charts
(c) Program flow charts
(d) None of the above
- 36. _____ are designed to present an overview of data flow through all parts of a computer.**
(a) System Flow Charts
(b) System Outline Charts
(c) Program flow charts
(d) None of the above
- 37. _____ represents flow of documents, the operations or activities performed, the persons or workstations.**
(a) System Outline Charts
(b) Program flow charts
(c) System Flow Charts
(d) None of the above
- 38. A _____ represents the operations of a system with the help of a logically drawn diagram, data, and illustrates the correct flow of documents.**
(a) System Outline Charts
(b) System Flow Charts
(c) Program flow charts
(d) None of the above



39. _____ provide a complete and detailed sequence of logical operations to be performed in a central processing unit of the computer for executing the program.
- System Outline Charts
 - System Flow Charts
 - Program flow charts
 - None of the above
40. _____ are used to depict the scientific, arithmetic and logical operations or steps which must be accomplished to solve the computer application problem. They display specific operations and decisions and their sequence within the program.
- System Outline Charts
 - Program flow charts
 - System Flow Charts
 - None of the above
41. _____ are used to translate the elementary steps of a procedure into a program of coded instructions.
- System Outline Charts
 - Program flow charts
 - System Flow Charts
 - None of the above
- DECISION TABLE**
42. Which of the following statement about decision tree is true?
- It is a tree-like representation and is defined as a collection of a basis (condition) and a conclusion (action) and is a one way to display an algorithm.
 - It is also termed as an Inference or Logical tree.
 - It is a decision support tool that uses a tree-like graph or model of decisions and their possible consequences, including chance event outcomes, resource costs, and utility.
 - All of the above
43. Which of the following is an advantage of a decision tree?
- It is simple to understand and interpret
 - Possible scenarios can be added
 - Worst, best and expected values can be determined for different scenarios
 - All of the above
44. _____ describe the conditions or factors that will affect the decision or policy
- Action stub
 - Condition entries
 - Condition stub
 - Action entries
45. _____ describe, in the form of statements, the possible policy actions or decisions.
- Condition stub
 - Action stub
 - Condition entries
 - Action entries
46. _____ indicate which conditions are being met or answer the question in condition stub.
- Condition entries
 - Condition stub
 - Action stub
 - Action entries
47. _____ describe which actions are to be taken under a specific combination of conditions and defines the actual results of the decision.
- Condition stub
 - Action stub
 - Condition entries
 - Action entries

Answer Keys - MCQs

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
(c)	(a)	(b)	(c)	(c)	(d)	(d)	(e)	(a)	(b)	(a)	(b)	(b)	(d)	(b)	(a)	(b)	(c)	(c)	(b)
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
(a)	(b)	(d)	(b)	(c)	(a)	(d)	(c)	(a)	(b)	(b)	(a)	(a)	(d)	(c)	(a)	(c)	(b)	(c)	(b)
41	42	43	44	45	46	47													
(b)	(d)	(d)	(c)	(b)	(a)	(d)													

Introduction to Information System

Multiple Choice Questions (MCQs)

INFORMATION SYSTEM

1. An information system can be defined technically as a set of interrelated components that _____ information.
 - (a) Collects (or retrieves)
 - (b) Processes
 - (c) Distributes
 - (d) All of the above
2. An information system support _____ in an organization.
 - (a) Decision making
 - (b) Coordination
 - (c) Control
 - (d) All of the above
3. _____ can be defined technically as a set of interrelated components that collect (or retrieve), process, store, and distribute information to support decision making, coordination and control in an organization.
 - (a) Database system
 - (b) Information system
 - (c) Application software
 - (d) System software
4. Feedback is _____ of the information system.
 - (a) Input
 - (b) Process
 - (c) Output
 - (d) All of the above
5. Feedback is returned to appropriate people or activities in the organization to evaluate and refine the _____.
 - (a) Input
 - (b) Process
 - (c) Output
 - (d) All of the above

NEED FOR INFORMATION TECHNOLOGY

6. Why documentation is important to Information Systems?
 - (a) Depicting how the system works
 - (b) Training users
 - (c) Designing new systems
 - (d) All of the above
7. Why documentation is important to Information Systems?
 - (a) Controlling system development and maintenance costs
 - (b) Standardizing communications with others
 - (c) Auditing Information Systems
 - (d) All of the above
8. Which of the following statements about IT is true?
 - (a) IT allows enterprises to work more efficiently and to maximize productivity.
 - (b) IT provides faster communication, electronic storage and the protection of records to any enterprise.
 - (c) IT enables business enterprises to differentiate their products and services from that of their competitors.
 - (d) All of the above

REASONS FOR USE OF IT FOR BUSINESS

9. Youtube, Facebook and WhatsApp are the examples of _____.
 - (a) Data and information management
 - (b) Communication capabilities
 - (c) Automated processes
 - (d) All of the above

10. BPA enables the organisation to optimize and improve their business processes through _____.

- (a) Greater control over business and IT processes.
- (b) Reduced costs through higher efficiency and better management of the people involved.
- (c) Shortened cycle times in the execution of processes through improved and refined business work flows.
- (d) All of the above

IMPORTANCE OF IT IN AUDITING

11. Which of the following statements about audit in a computerised environment is true?

- (a) Auditing in a computerized environment would depend on the scope and objective of audit.
- (b) Audit broadly involves the process of evaluating and reporting the adequacy of system controls, efficiency, economy, effectiveness, and security practices
- (c) It assures that assets and information resources are safeguarded, that data integrity is protected, and that the system complies with applicable policies, procedures, standards, rules, laws and regulations.
- (d) All of the above

12. While conducting the audit in an IT environment the auditor has to look at _____ parts of the system because of their interfacing nature.

- (a) Manual (b) Automated
- (c) both a and b (d) neither a nor b

13. Which of the following objective of auditing verifies that the assets, liabilities, ownership, and/or activities are real?

- (a) Authorisation (b) Valuation
- (c) Cut off (d) Existence

14. Which of the following objective of auditing verify that events have occurred in accordance with management's intent?

- (a) Existence (b) Authorisation

- (c) Valuation (d) Cut off

15. Which of the following objective of auditing verify that the accounting values fairly present an item is worth?

- (a) Valuation (b) Existence
- (c) Authorisation (d) Cut off

16. Which of the following objective of auditing verify that the transaction is re-coded in the proper accounting period?

- (a) Existence (b) Authorisation
- (c) Cut off (d) Valuation

17. Which of the following objective of auditing verify that the processing is in compliance with governmental laws and regulations, generally accepted accounting procedures, and the organization's policies and procedures?

- (a) Operational (b) Authorisation
- (c) Compliance (d) Valuation

18. Which of the following objective of auditing verify that the program, area, or activity is performed economically, efficiently, and effectively?

- (a) Operational (b) Authorisation
- (c) Cut off (d) Valuation

INFORMATION SYSTEM CONTROL PROCEDURE

19. Which of the following is a type of Information System Control procedure?

- (a) Strategy and direction.
- (b) General Organization and Management.
- (c) Access to IT resources, including data and programs.
- (d) All of the above

20. Which of the following is a type of Information System Control procedure?

- (a) System development methodologies and change control.
- (b) Operation procedures.
- (c) System Programming and technical support functions.
- (d) All of the above

23. Which of the following is an impact of IT on controls?

- Realignment of functions data entry and source of transactions may be centralized.
- Changes in custody of files and documents. Ready access to data over telecom links complicate custodial functions of data. Data librarian may become in charge for data.
- Transfer of responsibilities; Single action by the user may complete the entire processing cycle of the transaction.
- All of the above

(d) All of the above

- (a) Network and Communication.
- (b) Database Administration.
- (c) Protective and detective mechanisms against internal and external attacks.
- (d) All of the above

[illegible]

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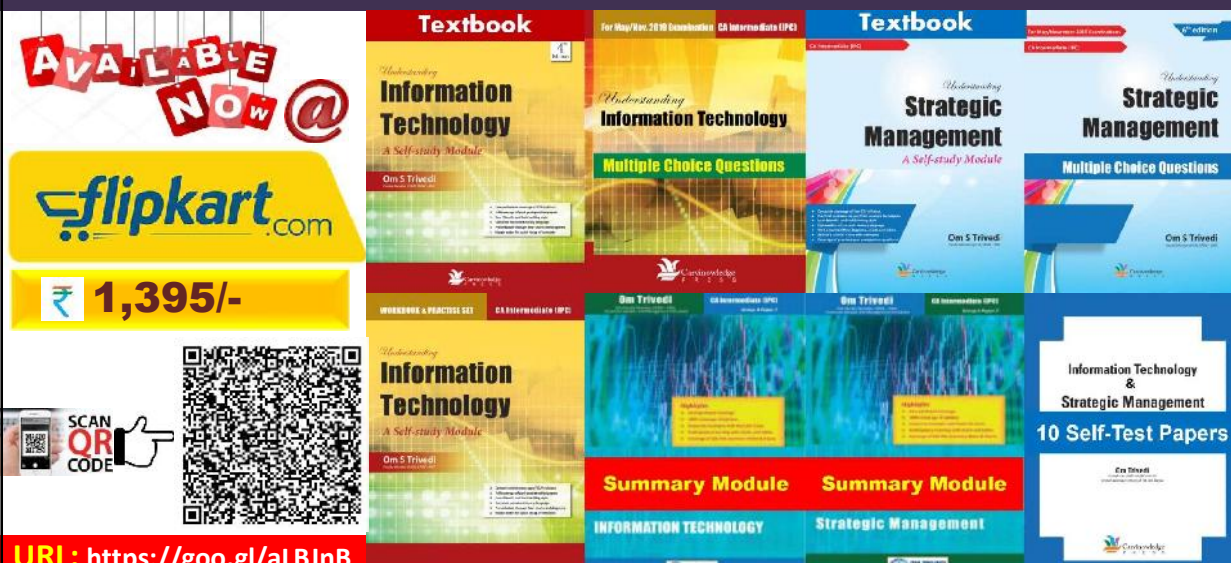
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4



Computing Technologies

Multiple Choice Questions (MCQs)

COMPUTING

1. **Computing involves _____.**
 - (a) Computer hardware
 - (b) Software
 - (c) Computer system
 - (d) All of the above
2. **Which of the following is a Sub-field of Computing?**
 - (a) Computer Science
 - (b) Computer Engineering
 - (c) Information Technology
 - (d) All of the above
3. **Which of the following is a Sub-field of Computing?**
 - (a) Information Technology
 - (b) Software Engineering
 - (c) Information Systems
 - (d) All of the above
4. **_____ refers to the scientific and practical approach to computation and its applications.**
 - (a) Computer Science
 - (b) Computer Engineering
 - (c) Information Systems
 - (d) Information Technology
5. **_____ refers to the discipline that integrates several fields of electrical engineering and computer science required to develop computer hardware and software.**
 - (a) Computer Science
 - (b) Computer Engineering
 - (c) Information Systems
 - (d) Information Technology
6. **Computer Engineering _____.**
 - (a) Focuses on system and hardware aspects of computing

- (b) Includes programming and software engineering
 - (c) Is involved in many hardware and software aspects of computing, from the design of individual microprocessors, personal computers, and supercomputers, to circuit design
 - (d) All of the above
7. **An information system _____.**
 - (a) Can be defined technically as a set of interrelated components that collect, process, store, and distribute information to support decision making, coordination and control in an organization.
 - (b) Contain information about significant people, places, and things within the organization or in the environment surrounding it.
 - (c) Aims to support operations, management and decision making
 - (d) All of the above
8. **Software engineering _____.**
 - (a) Is a field of Computer science, for designing and writing programs for computers or other electronic devices
 - (b) Is concerned with developing large applications
 - (c) Covers not only the technical aspects of building software systems, but also management issues
 - (d) All of the above

COMPUTING TECHNOLOGIES

9. **A server _____.**
 - (a) Is a computer (Hardware) or device on a network dedicated to run one or more services (as a host)
 - (b) To serve the needs of the users of other computers on a network.

- (c) Serves the needs of the users of other computers on a network.
(d) All of the above
10. A _____ is a server computer that runs database software.
(a) Database server (b) File server
(c) Proxy server (d) Anti-virus server
11. The task of a _____ is to store shared files and programs.
(a) Database server (b) File server
(c) Proxy server (d) Anti-virus server
12. _____ is one of the main reasons that many small networks exist.
(a) Sharing printers (b) Sharing database
(c) Sharing files (d) All of the above
13. _____ is a computer that manages one or more printers.
(a) Database server (b) File server
(c) Print server (d) Proxy server
14. A _____ is a server computer that runs software that enables the computer to host an Internet website.
(a) Web server (b) Database server
(c) File server (d) Proxy server
15. Which of the following server applications provide a service over the Internet?
(a) Web servers (b) Mail servers
(c) FTP servers (d) All of the above
16. Microsoft's IIS (Internet Information Services) is an example of _____.
(a) Database server (b) File server
(c) Web server (d) Proxy server
17. A _____ is a server that handles the network's e-mail needs.
(a) Mail server (b) Database server
(c) File server (d) Web server
18. _____ are software applications designed to stream audio and visual files over the Internet.
(a) Database server (b) Multimedia Servers
(c) File server (d) Web server
19. _____ are used to transfer files from one computer to another over the Internet.
(a) Multimedia Servers
(b) File server
(c) Web server

(d) FTP Servers

20. A _____ is designed to restrict access to information on the Internet.

- (a) Multimedia Servers
(b) File server
(c) Web server
(d) Proxy Server

POPULAR COMPUTING ARCHITECTURE

21. The hardware of the computer _____.
(a) Consists of all the electronic components and electromechanical devices
(b) Comprise the physical entity of the device
(c) Is tangible
(d) All of the above
22. _____ is a part of the computer that pertains to programming, which is basically machine language.
(a) Instruction Set Architecture (ISA)
(b) Micro architecture
(c) System Design
(d) All of the above
23. The _____ provides commands to the processor, to tell it what it needs to do.
(a) Micro architecture
(b) System Design
(c) Instruction Set Architecture (ISA)
(d) All of the above
24. The _____ consists of multiple pieces, including addressing modes, instructions, native data types, registers, memory architecture, interrupt, and exception handling, and external I/O.
(a) Micro architecture
(b) Instruction Set Architecture (ISA)
(c) System Design
(d) All of the above
25. _____ is related to the programming of a computer, that is, how the computer understands what each element in its basic language means, what instructions are to be carried out and in what order, etc.
(a) Instruction Set Architecture (ISA)
(b) Micro architecture
(c) System Design
(d) All of the above



- 26. Which of the following instruction set enables to add two number together?**
 (a) COMPARE (b) IN
 (c) JUMP (d) ADD
- 27. Which of the following instruction set enables to compare numbers?**
 (a) ADD (b) COMPARE
 (c) IN (d) JUMP
- 28. Which of the following instruction set enables to input information from a device?**
 (a) IN (b) ADD
 (c) COMPARE (d) JUMP
- 29. Which of the following instruction set enables to jump to designated RAM address?**
 (a) ADD (b) COMPARE
 (c) JUMP (d) IN
- 30. Which of the following instruction set enables to load information from RAM to CPU?**
 (a) LOAD (b) STORE
 (c) JUMP (d) OUT
- 31. Which of the following instruction set enables to output information to device?**
 (a) LOAD (b) STORE
 (c) JUMP (d) OUT
- 32. Which of the following instruction set enables to store information to RAM?**
 (a) LOAD (b) STORE
 (c) JUMP (d) OUT
- 33. CISC stands for _____.**
 (a) Complex Instruction Set Computer
 (b) Competitive Instruction Set Computer
 (c) Complex Information Set Computer
 (d) Competitive Information Set Computer
- 34. RISC stands for _____.**
 (a) Redundant Instruction Set Computer
 (b) Replicated Instruction Set Computer
 (c) Reduced Instruction Set Computer
 (d) Re-enforced Instruction Set Computer
- 35. CISC chips have _____ instructions.**
 (a) Large and limited
 (b) Large and complex
 (c) Small and complex
 (d) Small and limited
- 36. RISC chips use _____ instructions.**
 (a) Large and limited
 (b) Large and complex
 (c) Small and complex
 (d) Small and limited
- 37. RISC instructions is of _____.**
 (a) Uniform fixed length
 (b) Variable length
 (c) Undefined length
 (d) Pre-defined length
- 38. In _____, to execute each instruction, there is a separate electronic circuitry in the control unit, which produces all the necessary signals.**
 (a) CISC (b) RISC
 (c) System design (d) Micro architecture
- 39. _____ is also called hard-wired approach.**
 (a) CISC (b) Micro architecture
 (c) Micro chip (d) RISC
- 40. Which of the following statement about CISC is true?**
 (a) They use simple addressing modes
 (b) IBM RS6000 is an example of CISC
 (c) CISC chips have large and complex instructions
 (d) CISC instructions are of uniform fixed length
- 41. Which of the following statement about RISC is not true?**
 (a) RISC processors use a small and limited number of instructions.
 (b) RISC consume more power as compare to CISC.
 (c) RISC instructions are of uniform fixed length.
 (d) MC88100 Processors is an example of the RISC.
- 42. Which of the following feature about RISC is true?**
 (a) RISC are complex as well as expensive to produce
 (b) RISC chips have large and complex instructions
 (c) They mostly use hardwired control units
 (d) The Pentium series is a very popular example of the RISC
- 43. Which of the following statement about CISC is not true?**
 (a) CISC processors have comparatively simpler design and high performance, as compared to RISC.
 (b) CISC chip design is comparatively complex

- (c) CISC use complex addressing modes
(d) CISC comparatively more power, as compared to RISC
- 44. Which of the following feature about CISC is true?**
- (a) CISC processors use a small and limited number of instructions.
(b) CISC instructions are of uniform fixed length.
(c) MC88100 Processors is an example of the CISC.
(d) CISC Processors have many processing features, and hence the job of Machine Language Programmers becomes easier.
- 45. Which of the following feature about RISC is true?**
- (a) RISC chip design is comparatively complex
(b) Since RISC Processors have a small instruction set, they place extra demand on Programmers who must consider how to implement complex computations by combining simple instructions.
(c) RISC use complex addressing modes
(d) RISC comparatively more power, as compared to CISC
- 46. _____ is the art that specifies the relations and parts of a computer system.**
- (a) Instruction Set Architecture (ISA)
(b) Computer architecture
(c) System Design
(d) All of the above
- 47. _____ is concerned with the structure and behaviour of the computer as seen by the user.**
- (a) Instruction Set Architecture (ISA)
(b) Computer architecture
(c) System Design
(d) All of the above
- 48. _____ includes the information formats, the instruction set, and techniques for addressing memory.**
- (a) Computer architecture
(b) Instruction Set Architecture (ISA)
(c) System Design
(d) All of the above
- 49. The _____ of a computer system is concerned with the specifications of the various functional modules, such as processors and memories, and structuring them together into a computer system.**
- (a) Instruction Set Architecture (ISA)
(b) System Design
(c) Computer architecture
(d) All of the above
- 50. _____ is a description of how the ISA does and what it does, i.e. everything (resources, design techniques, etc.) is organized on the Chip or Processor.**
- (a) Micro architecture
(b) Instruction Set Architecture (ISA)
(c) System Design
(d) All of the above
- 51. Micro Architecture is a lower level detailed description of the system, for describing completely _____.**
- (a) The operation of all parts of the computing system
(b) The resources and methods used to achieve architecture specification
(c) The essential specifications for the logical implementation
(d) All of the above
- 52. _____ is also known as Computer Organization.**
- (a) Instruction Set Architecture (ISA)
(b) Micro architecture
(c) System Design
(d) All of the above
- 53. _____ is the process of defining the architecture, components, modules, interfaces, and data for a system to satisfy specified requirements.**
- (a) Instruction Set Architecture (ISA)
(b) Micro architecture
(c) System Design
(d) All of the above
- 54. _____ could be seen as the application of systems theory to product development.**
- (a) System Design
(b) Instruction Set Architecture (ISA)
(c) Micro architecture
(d) All of the above
- 55. Systems design includes which of the following hardware components within a computing system?**
- (a) System interconnects-Computer buses and switches
(b) Memory controllers and hierarchies
(c) CPU off-load mechanisms-Direct Memory Access (DMA)
(d) All of the above

56. _____ is a communication system that transfers data between components inside a computer, or between computers that covers all related hardware components (wire, optical fibre, etc.) and software, including communication protocol.

- (a) Computer bus
- (b) Memory controller
- (c) Direct Memory Access (DMA)
- (d) Instruction Set Architecture (ISA)

57. The _____ is a digital circuit which manages the flow of data going to and from the main memory and can be a separate chip or integrated into another chip.

- (a) Computer bus
- (b) Direct Memory Access (DMA)
- (c) Instruction Set Architecture (ISA)
- (d) Memory controller

58. _____ is a feature of modern computers that allows certain hardware subsystems within the computer to access system memory independently of the central processing unit (CPU).

- (a) Computer bus
- (b) Memory controller
- (c) Direct Memory Access (DMA)
- (d) Instruction Set Architecture (ISA)

59. _____ is the use of two or more Central Processing Units (CPUs) within a single computer system to allocate tasks between them.

- (a) Multiprocessing
- (b) Hardware Virtualization
- (c) Platform Virtualization
- (d) Both b and c

60. _____ refers to the creation of a virtual machine that acts like a real computer with an operating system.

- (a) Multiprocessing
- (b) Hardware Virtualization
- (c) Platform Virtualization
- (d) Both b and c

EMERGING COMPUTING MODELS CLOUD COMPUTING

61. _____ is a method of computing in which an individual or an organization makes use of another organizations excess computing power or data storage capacity.

- (a) Cloud computing
- (b) Grid computing
- (c) Mobile computing
- (d) BYOD

62. NIST stands for _____.

- (a) National Institute of Space and Technology
- (b) National Institute of Standards and Technology
- (c) Northern Institute of Standards and Technology
- (d) Northern Institute of Space and Technology

CLOUD COMPUTING ENVIRONMENT

63. A _____ can be accessed by any subscriber with an internet connection and access to the cloud space.

- (a) Public cloud
- (b) Private cloud
- (c) Community cloud
- (d) Hybrid cloud

64. _____ describes cloud computing where resources are dynamically provisioned on an on-demand, self-service basis over the Internet, via web applications/web services, from a third-party provider who bills on a utility computing basis.

- (a) Private cloud
- (b) Community cloud
- (c) Public cloud
- (d) Hybrid cloud

65. A _____ environment is often the first step for a corporation prior to adopting a public cloud initiative.

- (a) Private cloud
- (b) Community cloud
- (c) Public cloud
- (d) Hybrid cloud

66. Which of the following type of cloud computing enables an enterprise to manage the infrastructure and have more control?

- (a) Community cloud
- (b) Public cloud
- (c) Hybrid cloud
- (d) Private cloud

67. A _____ cloud is established for a specific group or organization and limits access to just that group.

- (a) Public
- (b) Private
- (c) Neither a nor b
- (d) Both a and b

68. _____ are also called internal clouds.
 (a) Private (b) Public
 (c) Community (d) Hybrid
69. A _____ cloud is formed when several organizations with similar requirements share common infrastructure.
 (a) Public (b) Private
 (c) Community (d) Hybrid
70. A _____ cloud is shared among two or more organizations that have similar cloud requirements.
 (a) Community (b) Public
 (c) Private (d) Hybrid
71. A hybrid cloud is essentially a combination of _____.
 (a) Private and public clouds
 (b) Public and community clouds
 (c) Community and private clouds
 (d) At least two clouds, where the clouds included are a mixture of public, private, or community.
72. A _____ cloud describes cloud computing where resources are dynamically provisioned on an on-demand, self-service basis over the Internet, via web applications/web services, from a third-party provider who bills on a utility computing basis.
 (a) Public (b) Community
 (c) Private (d) Hybrid
73. A _____ cloud is essentially a combination of at least two clouds.
 (a) Public (b) Private
 (c) Community (d) Hybrid
74. VTAS Ltd. implemented cloud computing technology in its enterprise, where the organization runs non-core applications on web servers/web applications of a third party who bills on a utility computing basis, while maintaining core applications and sensitive data in-house. Which of the following type of cloud computing environment is used by VTAS Ltd.?
 (a) Community cloud
 (b) Public cloud
 (c) Hybrid cloud
 (d) Private cloud

CLOUD COMPUTING ARCHITECTURE

75. _____ refers to the components and subcomponents that typically consist of a front end platform (fat client, thin

client, mobile device), back end platforms (servers, storage), a cloud based delivery, and a network (Internet, Intranet, Inter-cloud).

- (a) System design
 (b) Cloud computing architecture
 (c) Protocols
 (d) Instruction design architecture (ISA)
76. _____ of the cloud computing system comprises of the client's devices and some applications are needed for accessing the cloud computing system.
 (a) Back end (b) Front end
 (c) Either a or b (d) Both a or b
77. The front end in a cloud application consists which of the following?
 (a) Fat client (b) Thin client
 (c) Mobile device (d) All of the above
78. In cloud computing, the _____ is a cloud itself which may encompass various computer machines, data storage systems and servers.
 (a) Back end (b) front end
 (c) Neither a nor b (d) Both a or b
79. There are some set of rules, generally called as _____ which are followed by back end server.
 (a) Middleware (b) Virtualisation
 (c) Multiplexing (d) Protocols
80. _____ allow computers that are connected on networks, to communicate with each other.
 (a) Middleware (b) Virtualisation
 (c) Multiplexing (d) All of the above

CHARACTERISTICS OF CLOUD COMPUTING

81. Cloud computing gives us the ability to expand and reduce resources according to the specific service requirement. Which of the following features does the above line signify?
 (a) Elasticity and Scalability
 (b) Pay per use
 (c) On-demand service
 (d) Resiliency
82. We pay for cloud services only when we use them, either for the short term or for a longer duration. Which of the following features does the above line signify?
 (a) Elasticity and Scalability
 (b) Resiliency
 (c) Pay per use
 (d) On-demand service

83. We invoke cloud services only when we need them, they are not permanent parts of the IT infrastructure: this is a significant advantage for cloud use as opposed to internal IT services. Which of the following features does the above line signify?

- (a) Pay per use
- (b) Elasticity and Scalability
- (c) Resiliency
- (d) On-demand service

84. The _____ of a cloud service offering can completely isolate the failure of server and storage resources from cloud users. Work is migrated to a different physical resource in the cloud with or without user awareness and intervention.

- (a) Resiliency
- (b) Elasticity and Scalability
- (c) Pay per use
- (d) On-demand service

85. Public cloud service providers often can host the cloud services for multiple users within the same infrastructure. Which of the following features does the above line signify?

- (a) Pay per use
- (b) On-demand service
- (c) Multi Tenancy
- (d) Elasticity and Scalability

SERVICE MODELS OF CLOUD COMPUTING

86. SaaS stands for _____.

- (a) Solution as a Service
- (b) Software as a Solution
- (c) Software as a Service
- (d) Sample as a Service

87. _____ includes a complete software offering on the cloud.

- (a) SaaS (b) IaaS
- (c) Naas (d) CaaS

88. Which instance of SaaS allows users to explore functionality of Web services such as Google Maps, Payroll processing, and credit card processing services etc.?

- (a) Testing as a Service (TaaS)
- (b) Communication as a Service (CaaS)
- (c) Data as a Service (DaaS)
- (d) API as a Service (APIaaS)

89. IaaS stands for _____.

- (a) Information as a service
- (b) Integration as a service
- (c) Investment as a service
- (d) Infrastructure as a service

90. _____ is the foundation of cloud services.

- (a) SaaS (b) IaaS
- (c) Naas (d) CaaS

91. _____ provides clients with access to server hardware, storage, bandwidth and other fundamental computing resources.

- (a) SaaS (b) Naas
- (c) IaaS (d) CaaS

92. NaaS stands for _____.

- (a) Network as a service
- (b) Software as a Solution
- (c) Node as a service
- (d) Node as a Solution

93. _____ is a category of cloud services where the capability provided to the cloud service user is to use network/transport connecting services.

- (a) SaaS (b) Naas
- (c) IaaS (d) CaaS

94. _____ involves optimization of resource allocation by considering network and computing resources as a whole.

- (a) Naas (b) SaaS
- (c) IaaS (d) CaaS

95. CaaS stands for _____.

- (a) Communication as a Solution
- (b) Communication as a Service
- (c) Customization as a Service
- (d) Customization as a Solution

96. The _____ vendor is responsible for all hardware and software management and offers guaranteed Quality of Service (QoS).

- (a) Naas (b) SaaS
- (c) IaaS (d) CaaS

97. Voice over IP (VoIP) and Instant Messaging (IM) is an example of _____.

- (a) CaaS (b) Naas
- (c) SaaS (d) IaaS

98. PaaS stands for _____.

- (a) Platform as a Solution
- (b) Program as a Solution
- (c) Platform as a Service
- (d) Program as a Service

ADVANTAGE/ DRAWBACKS OF CLOUD COMPUTING

99. Which of the following is drawback of cloud computing?

- (a) Cost Efficient: Cloud computing is probably the most cost efficient method to use, maintain and upgrade.

- (b) Almost Unlimited Storage: Storing information in the cloud gives us almost unlimited storage capacity.
- (c) Surrendering all the company's sensitive information to a third-party cloud service provider could potentially put the company to great risk.
- (d) Since all the data is stored in the cloud, backing it up and restoring the same is relatively much easier than storing the same on a physical device and are usually competent enough to handle recovery of information.

100. Which of the following is an advantage of cloud computing?

- (a) Cloud computing is probably the most cost efficient method to use, maintain and upgrade.
- (b) Storing information in the cloud gives us almost unlimited storage capacity.
- (c) Since all the data is stored in the cloud, backing it up and restoring the same is relatively much easier than storing the same on a physical device and are usually competent enough to handle recovery of information.
- (d) All of the above

101. Which of the following is a drawback of cloud computing?

- (a) Technical issues (b) Inter-operability
- (c) Prone to attack (d) All of the above

102. Which of the following is a benefit of cloud computing?

- (a) There are chances that all the application needed by the user may not be stationed with a single cloud vendor and two vendors may have applications that do not co-operate with each other.
- (b) It is feasible to confine within budgetary allocations and can be ahead of completion cycle times.
- (c) Storing information in the cloud could make the company vulnerable to external hack attacks and threats.
- (d) Surrendering all the company's sensitive information to a third-party cloud service provider could potentially put the company to great risk.

MOBILE COMPUTING

103. _____ is a computing system where the users with portable computers still have network connections while they move.

- (a) Cloud computing
- (b) Grid computing
- (c) Mobile computing
- (d) All of the above

104. _____ is someone/something that can move or be moved easily and quickly from place to place.

- (a) Cloud (b) Mobile
- (c) Grid (d) All of the above

105. Which of the following is the correct sequence of Mobile Computing?

- (i) The user enters or access data using the application on handheld computing device.
- (ii) Now both systems (handheld and site's computer) have the same information and are in sync.
- (iii) The process work the same way starting from the other direction.
- (iv) Using one of several connecting technologies, the new data are transmitted from handheld to site's information system where files are updated and the new data are accessible to other system user.

- (a) (i), (ii), (iii), (iv)
- (b) (iv), (iii), (ii), (i)
- (c) (i), (ii), (iv), (iii)
- (d) (i), (iv), (ii), (iii)

106. Mobile Hardware includes _____.

- (a) Laptops (b) Smart phones
- (c) Tablet (d) All of the above

107. Mobile computing devices are configured to operate in _____ transmission mode.

- (a) Full- duplex (b) Half- duplex
- (c) Single- duplex (d) none of the above

108. Which of the following is a benefit of mobile computing?

- (a) Increase in workforce productivity
- (b) Improvement in customer service
- (c) Improvement in incident management
- (d) All of the above

109. Which of the following is a concern relating to mobile computing?

- (a) Mobile computing has its fair share of security concerns as any other technology.
- (b) Another problem plaguing mobile computing are credential verification.
- (c) When a power outlet or portable generator is not available, mobile computers must rely entirely on battery power.
- (d) All of the above

GRID COMPUTING

110. _____ is a computer network in which each computer's resources are shared with every other computer in the system.
- Cloud computing
 - Grid computing
 - Mobile computing
 - All of the above
111. Which of the following statement about grid computing is true?
- It relies on complete computers (with on-board CPU, storage, power supply, network interface, and so forth).
 - It is connected to a network (private, public, or the Internet) by a conventional network interface.
 - It is a special kind of distributed computing.
 - All of the above
112. Which of the following statement about grid computing is true?
- It is a computer network in which each computer's resources are shared with every other computer in the system.
 - It relies on complete computers
 - It is connected to a network (private, public, or the Internet) by a conventional network interface.
 - All of the above
113. Which of the following is a benefit of grid computing?
- Making use of Underutilized Resources
 - Resource Balancing
 - Parallel CPU Capacity
 - All of the above
114. Which of the following is a benefit of grid computing?
- Virtual resources and virtual organizations for collaboration
 - High Reliability
 - Access to additional resources
 - All of the above
115. In which of the following means we can use the computation resources of a grid?
- To run an existing application on an available machine on the grid rather than locally;
 - To use an application designed to split its work in such a way that the separate parts can execute in parallel on different processors
 - To run an application, that needs to be executed many times, on many different machines in the grid.
 - All of the above
116. _____ in general is a special type of parallel computing that relies on complete computers and connected to a network by a conventional network interface.
- Grid computing
 - Cloud computing
 - Mobile computing
 - Multiplexer
117. In the ideal grid computing system, every resource _____.
- Shall not be shared
 - Is shared
 - Might be hared
 - Could be shared
118. A user, desirous of connecting to a grid network, has to enrol his machine as _____ on the grid and install the provided grid software on his own machine.
- Authenticator
 - Administrator
 - Donor
 - Customer
119. After the user positively establishes his identity with a _____, it shall take steps to assure that the user is in fact who he claims to be.
- Certificate Authority
 - Donor
 - Customer
 - Government
120. The _____ is responsible for controlling the rights of the users in the grid.
- Certificate Authority
 - Customer
 - Donor
 - Government
121. Procedures for removing users and machines are executed by the _____.
- Donor
 - Administrator
 - Customer
 - Government
122. Which of the following is a responsibility of a Certificate Authority?
- Positively identifying entities requesting certificates
 - Issuing, removing, and archiving certificates
 - Protecting the Certificate Authority server
 - All of the above
123. Which of the following is a responsibility of a user?
- Maintaining a name space of unique names for certificate owners
 - Serving signed certificates to those needing to authenticate entities
 - Issuing, removing, and archiving certificates

- (d) None of the above
- 124. The responsibility to manage the resources of the grid belongs to the _____.**
- (a) Administrator (b) User
(c) Customer (d) Government
- 125. Which of the following function is not required by grid systems and applications?**
- (a) Authentication (b) Access Control
(c) Privacy (d) Repudiation
- 126. Which of the following is an authentication and access control issue?**
- (a) To provide authentication to verify the users, process which have user's computation and resources used by the processes to authenticate.
(b) To allow local access control mechanisms to be used without change.
(c) Neither a nor b
(d) Both a and b
- 127. In a grid computing system, a user should authenticate once and they should be able to acquire resources, use them, and release them and to communicate internally without any further authentication. Which of the following constraint of security on grid is highlighted in the above phrases?**
- (a) Protection of Credentials
(b) Interoperability with local security solutions
(c) Single Sign-on
(d) Exportability
- 128. In a grid computing system, sensitive information such as user passwords and private keys should be protected. Which of the following constraint of security on grid is highlighted in the above phrases?**
- (a) Single Sign-on
(b) Protection of Credentials
(c) Interoperability with local security solutions
(d) Exportability
- 129. In a grid computing system, access to local resources should have local security policy at a local level. Despite of modifying every local resource there should be an inter-domain security server for providing security to local resource. Which of the following constraint of security on grid is highlighted in the above phrases?**
- (a) Single Sign-on
(b) Protection of Credentials
(c) Exportability
(d) Interoperability with local security solutions

- 130. In a grid computing system, large amount of encryption shall not be used at a time. There should be a minimum communication at a time. Which of the following constraint of security on grid is highlighted in the above phrases?**
- (a) Single Sign-on
(b) Exportability
(c) Protection of Credentials
(d) Interoperability with local security solutions

VIRTUALIZATION

- 131. _____ refers to technologies designed to provide a layer of abstraction between computer hardware systems and the software, running on them.**
- (a) Virtualization (b) Cloud computing
(c) Grid computing (d) Mobile computing
- 132. _____ means to create a virtual version of a device or resource.**
- (a) Cloud computing
(b) Virtualization
(c) Grid computing
(d) Mobile computing
- 133. Which of the following statement is true about virtualization?**
- (a) It means to create a virtual version of a device or resource.
(b) It refers to technologies designed to provide a layer of abstraction between computer hardware systems and the software, running on them.
(c) It is the process of creating logical computing resources from available physical resources.
(d) All of the above
- 134. _____ is the process of creating logical computing resources from available physical resources.**
- (a) Grid computing (b) Mobile computing
(c) Virtualization (d) Cloud computing
- 135. In _____, a single physical server is divided into multiple logical servers.**
- (a) Partitioning (b) Consolidation
(c) Grouping (d) Both b and c
- 136. Platform Virtualization is also known as _____.**
- (a) Hardware Virtualization
(b) Network Virtualization
(c) Storage Virtualization
(d) All of the above

(a) Hardware Virtualization
(b) Platform Virtualization
(c) Storage Virtualization
(d) Both a and b

- (a) Hardware Virtualization
- (b) Network virtualization
- (c) Platform Virtualization
- (d) Storage Virtualization

- (a) Public to Virtual
- (b) Private to Virtual
- (c) Physical to Virtual
- (d) Partitioned to Virtual

- (a) Server consolidation
- (b) Disaster recovery
- (c) Portable applications
- (d) Portable workspace

- (a) Server consolidation
- (b) Portable applications
- (c) Disaster recovery
- (d) Portable workspace

- (a) Grid computing
- (b) Cloud computing
- (c) Mobile computing
- (d) Virtualization

[illegible]

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6

Om

Information System Layers, Life Cycle and Modern Technologies

Multiple Choice Questions (MCQs)

APPLICATION SOFTWARE

1. Which of the following statement is true?

- (a) Application software has been created to perform a specific task for a user.
- (b) Application software is software that employs the capabilities of a computer directly and thoroughly to a task that the user wishes to perform using a computer.
- (c) Application software is any program designed to perform a specific function directly for the user or, in some cases, for another application program.
- (d) All of the above

2. Which of the following is an application software?

- (a) Word processing
- (b) Electronic spreadsheet
- (c) Database
- (d) All of the above

3. Which of the following is an application software?

- (a) Email reader
- (b) Web browser
- (c) Desktop publishing
- (d) All of the above

4. Which of the following type of application software has multiple applications bundled together?

- (a) Enterprise Software
- (b) Application Suit
- (c) Enterprise Infrastructure Software
- (d) Information Worker Software

5. Which of the following type of application software addresses an enterprise's need and data flow in a huge distributed environment?

- (a) Enterprise Software
- (b) Application Suit
- (c) Enterprise Infrastructure Software
- (d) Information Worker Software

6. Which of the following type of application software provides capabilities required to support enterprise software systems?

- (a) Application Suit
- (b) Enterprise Software
- (c) Information Worker Software
- (d) Enterprise Infrastructure Software

7. Which of the following type of application software addresses individual needs required to manage and create information for individual projects within departments?

- (a) Application Suit
- (b) Enterprise Software
- (c) Information Worker Software
- (d) Enterprise Infrastructure Software

8. Which of the following type of application software is used to access contents and addresses a desire for published digital content and entertainment?

- (a) Content Access Software
- (b) Educational Software
- (c) Media Development Software
- (d) Information Worker Software

9. Which of the following type of application software holds contents adopted for use by students?

- (a) Content Access Software
- (b) Educational Software
- (c) Media Development Software
- (d) Information Worker Software

10. Which of the following type of application software addresses individual needs to generate and print electronic media for others to consume?

- (a) Content Access Software
- (b) Educational Software
- (c) Information Worker Software
- (d) Media Development Software

11. MS Office 2010, 2013 which has MS-Word, MS-Excel and MS-Access is an example of _____.

- (a) Enterprise Software
- (b) Enterprise Infrastructure Software
- (c) Application Suit
- (d) Information Worker Software

12. Email servers and security software are examples of _____.

- (a) Enterprise Software
- (b) Enterprise Infrastructure Software
- (c) Application Suit
- (d) Information Worker Software

13. Spreadsheets are example of _____.

- (a) Enterprise Software
- (b) Enterprise Infrastructure Software
- (c) Application Suit
- (d) Information Worker Software

14. Windows media player is an example of ____.

- (a) Content Access Software
- (b) Educational Software
- (c) Information Worker Software
- (d) Media Development Software

15. The threat of viruses invading custom-made applications is _____.

- (a) Very high
- (b) Moderate
- (c) Very less
- (d) None of the above

HARDWARE

16. Which of the following statement is not true?

- (a) Hardware is the collection of physical elements that constitutes a computer system.
- (b) Computer hardware refers to the physical parts or components of a computer.
- (c) Monitor is an example of hardware.
- (d) Operating System is an example of hardware

INPUT/ OUTPUT DEVICES

17. Optical disk is a _____.

- (a) Input device
- (b) Secondary memory device
- (c) Output device
- (d) Primary memory device

18. Which of the following is a direct data entry device?

- (a) OCR
- (b) Mouse
- (c) Touch screen
- (d) Key board

19. Which of the following is an online data entry device?

- (a) OCR
- (b) OMR
- (c) Scanner
- (d) Touch screen

20. Which of the following is an output device?

- (a) VDU
- (b) OMR
- (c) OCR
- (d) Track ball

21. On-line data entry is when data is _____.

- (a) Stored
- (b) Shared
- (c) Input straight into the computer for processing.
- (d) later transferred from the disk or tape to a computer for processing

22. _____ is usually achieved by methods known as key-to-disk or key-to-tape.

- (a) On-line data entry
- (b) Off-line data entry
- (c) Both a and b
- (d) None of the above

23. Which of the following devices allow movement on the screen?

- (a) Mouse
- (b) Joystick
- (c) Light pen
- (d) All of the above

24. _____ use rows of needles which are made to impact with an ink-ribbon to make the pattern of the required character on the paper.

- (a) Ink-jet printer
- (b) Dot-matrix printer
- (c) Laser printer
- (d) All of the above

25. _____ squirt quick-drying ink onto paper to form the shape of the character being printed.

- (a) Ink-jet printer
- (b) Dot-matrix printer
- (c) Laser printer
- (d) All of the above

26. _____ use a laser beam to create an electric charge which attracts special black dust to it.

- (a) Dot-matrix printer
- (b) Ink-jet printer
- (c) Laser printer
- (d) All of the above

27. _____ are devices which, in response to output signals from the computer, cause a pen to move across a sheet of paper to produce drawings such as graphs.

- (a) Scanner (b) Printer
(c) Joystick (d) Graph plotters

PROCESSING AND MEMORY UNIT

- 28. The Central Processing Unit (CPU) also known as the processor is the _____ of the computer.**
(a) Heart (b) Soul
(c) Brain (d) All of the above
- 29. Which of the following is not a functional unit of Central Processing Unit (CPU)?**
(a) Control unit
(b) Input Devices
(c) Registers
(d) Arithmetic and Logic Unit
- 30. In a microcomputer, the entire CPU is on a tiny chip called a _____.**
(a) Micro powered unit
(b) Microprocessor
(c) Micro unit
(d) Microchip
- 31. CU stands for _____.**
(a) Control Unit (b) Central Unit
(c) Carbonized Unit (d) Control Unit
- 32. All the computer's resources are managed from the _____.**
(a) ALU (b) CU
(c) Register (d) All of the above
- 33. _____ is the logical hub of the computer.**
(a) ALU (b) CU
(c) Register (d) Terminal
- 34. Logical operations include which of the following operation**
(a) Addition
(b) whether one number is equal to another number
(c) Subtraction
(d) Multiplication
- 35. _____ are internal memory within CPU, which are very fast and very small.**
(a) Registers (b) ROM
(c) RAM (d) CMOS
- 36. There is a huge speed difference between _____ and _____ to bridge these speed differences, we have _____.**
(a) Registers, Primary Memory, cache memory
(b) Primary Memory, cache memory, Registers
(c) Registers, Secondary Memory, cache memory
(d) RAM, ROM, CMOS
- 37. Which of the following is a type of Register?**
(a) Accumulators (AR)
(b) Instruction Registers (IR)
(c) Memory Registers (MR)
(d) All of the above
- 38. Primary Memory is of how many types?**
(a) Two (b) Three
(c) Four (d) Five
- 39. Which of the following is a primary memory?**
(a) RAM (b) ROM
(c) CMOS (d) All of the above
- 40. The full form of RAM is _____.**
(a) Random Access Memory
(b) Read Access Memory
(c) Random Accessible Memory
(d) Random Authorization Memory
- 41. The data written on _____ cannot be modified.**
(a) RAM (b) Virtual memory
(c) Flash Memory (d) ROM
- 42. ROM stands for _____.**
(a) Random Only Memory
(b) Read Operational Memory
(c) Read Only Memory
(d) Read Oscillation Memory
- 43. _____ is temporary and is erased when computer is switched off.**
(a) RAM (b) ROM
(c) CMOS (d) All of the above
- 44. _____ is made of thin crystal film known as synthetic garnet.**
(a) RAM (b) Bubble Memory
(c) Flash Memory (d) ROM
- 45. The Black Strip on the back side of a Credit or Debit card is an example of _____.**
(a) RAM (b) Flash Memory
(c) ROM (d) Bubble Memory
- 46. _____ is non-volatile and can be used for auxiliary storage also.**
(a) ROM (b) Bubble memory
(c) Flash Memory (d) All of the above

47. _____ is a volatile and cannot be used for auxiliary storage.

- (a) ROM (b) RAM
(c) Bubble memory (d) Flash Memory

48. _____ is an imaginary memory.

- (a) Virtual memory (b) ROM
(c) RAM (d) Bubble Memory

49. When RAM runs low, virtual memory moves data from RAM to a space called a _____.

- (a) Debug files (b) Recycle bin
(c) Paging file (d) CMOS

50. Virtual memory is an allocation of _____ space to help RAM.

- (a) CMOS (b) ROM
(c) Hard disk (d) Bubble memory

SYSTEM SOFTWARE

51. Which of the following is an example of a system software?

- (a) Microsoft Windows 10
(b) Mac OS X
(c) Linux
(d) All of the above

52. _____ allows the part of a computer to work together by performing tasks like transferring data between memory and disks or rendering output onto a display device.

- (a) Operating system
(b) Utility software
(c) Interpreter
(d) Compiler

53. _____ helps to analyse, configure, optimize and maintain the computer.

- (a) Operating system
(b) Interpreter
(c) Utility software
(d) Compiler

54. Which of the following feature of operating system does efficient management of all peripheral devices, such as printer, hard-disk, scanner, etc. and it also efficiently manages efficiently different applications/software like MS-Office, printer's software, etc.

- (a) Performing Hardware Function
(b) User Interface
(c) Hardware Independence
(d) Memory management

55. Every computer could have different specifications and configurations of hardware. If application developers would have to rewrite code for every configuration they would be in a big trouble. Which of the following feature of an operating system deals with the above problem?

- (a) Performing Hardware Function
(b) User Interface
(c) Hardware Independence
(d) Memory management

56. Which of the following is not an example of a system software?

- (a) Microsoft Windows 10
(b) Mac OS X
(c) Linux
(d) Google Chrome

57. GUI stands for _____.

- (a) Global User Interface
(b) Graphical User Interface
(c) Graphical User Index
(d) Graphical User Index

NETWORK

58. _____ is a collection of computers and other hardware interconnected by communication channels that allow sharing of resources and information.

- (a) Computer Network
(b) Node
(c) Terminal
(d) Station

59. A network is an interconnected set of devices known as _____.

- (a) Nodes (b) Terminals
(c) Stations (d) All of the above

60. _____ refers to the process of deciding on how to communicate the data from source to destination in a network.

- (a) Routing (b) Bandwidth
(c) Resilience (d) Contention

61. _____ refers to the amount of data which can be sent across a network in given time.

- (a) Resilience (b) Contention
(c) Routing (d) Bandwidth

62. _____ refers to the ability of a network to recover from any kind of error like connection failure, loss of data, etc.

- (a) Routing (b) Bandwidth
(c) Resilience (d) Contention

63. _____ refers to the situation that arises when there is a conflict for some common resource.

- (a) Routing (b) Contention
(c) Bandwidth (d) Resilience

64. In computer networks, _____ refers to the ability of a network to recover from any kind of error like connection failure, loss of data etc.

- (a) Routing (b) Resilience
(c) Contention (d) Bandwidth

DATABASE MANAGEMENT SYSTEM

65. Which of the following statement about database is correct?

- (a) A database system is basically a computer based record keeping system.
(b) It is the collection of data, usually referred to as the database, contains information about one particular enterprise. It maintains any information that may be necessary to the decision-making processes involved in the management of the organization.
(c) A database may be defined as a collection of interrelated data stored together to serve multiple applications; the data is stored in such a way that it is independent of the programs which use the data.
(d) All of the above

66. What are the Objectives of DBMS

- (a) To know its information needs
(b) To acquiring that information
(c) To organize that information in a meaningful way
(d) All of the above

67. What are the Objectives of DBMS

- (a) To acquire information
(b) To assure information quality
(c) To provide software tools so that users in the enterprise can access information they require
(d) All of the above

68. Which of the following statements about DBMS is true?

- (a) It is a collection of programs that enables users to create and maintain a database.
(b) It is a general-purpose software system that facilitates the processes of defining, constructing, manipulating, and sharing databases among various users and applications.
(c) A conceptual framework that defines the logical relationships among the data elements needed to support a basic business or other process.
(d) All of the above

69. Which of the following is an objectives of DBMS?

- (a) To know its information needs;
(b) To acquiring that information;
(c) To organize that information in a meaningful way
(d) All of the above

DATABASE MODELS

70. Which of the following term is not used in Relational Database Models?

- (a) Relations (b) Attributes
(c) Objects (d) Tables

71. Which of these is not an example of Relational Database?

- (a) Access (b) MySQL
(c) Java (d) Oracle

72. Which of the following is a component of a telecommunications network?

- (a) Terminals
(b) Telecommunications processors
(c) Computers
(d) all of the above

73. Which of these is not an example of Relational Database?

- (a) Access (b) MySQL
- (c) Java (d) Oracle

74. Which of the following statement about DBMS is true?

- (a) DBMS are software that aid in organizing, controlling and using the data needed by the application programme.
- (b) They provide the facility to create and maintain a well-organized database. Applications access the DBMS, which then accesses the data.
- (c) A set of computer programs that controls the creation, maintenance, and utilization of the databases of an organization.
- (d) All of the above

75. Child record can have _____ parent record.

- (a) One (b) Two
- (c) Three (d) Four

76. Hierarchically structured databases are _____ other database structures.

- (a) More flexible than
- (b) Flexible enough like
- (c) Less flexible than
- (d) None of the above

77. A _____ is structured into a series of two-dimensional tables.

- (a) Hierarchical database
- (b) Relational database
- (c) Object oriented database
- (d) Network database

78. _____ is a logical data structure that allows many-to-many relationships among data records.

- (a) Network database
- (b) Hierarchical database
- (c) Relational database
- (d) Object oriented database

79. _____ provide a unique object identifier (OID) for each object.

- (a) Network database
- (b) Hierarchical database
- (c) Object oriented database
- (d) Relational database

80. Which of the following is an advantage of a DBMS?

- (a) Permitting data sharing
- (b) Minimizing Data Redundancy
- (c) Integrity can be maintained
- (d) All of the above

81. Which of the following is an advantage of a DBMS?

- (a) Program and file consistency
- (b) User-friendly
- (c) Improved security
- (d) All of the above

ADVANTAGES/ DISADVANTAGE OF A DBMS

82. Which of the following is an advantage of a DBMS?

- (a) Achieving program/data independence
- (b) Integrity can be maintained
- (c) Faster application development
- (d) All of the above

83. Systems Development Life Cycle (SDLC) refers to _____ a system.

- (a) Conceiving (b) Designing
- (c) Implementing (d) All of the above

SOFTWARE/SYSTEM DEVELOPMENT LIFE CYCLE (SDLC)/ INFORMATION SYSTEM LIFE CYCLE

84. Arrange the following phases for developing an information system in the correct order:

- i. System analysis
 - ii. System design
 - iii. System maintenance
 - iv. System investigation
 - v. System implementation
- (a) i, ii, iii, iv, v
 - (b) iv, i, ii, v, iii
 - (c) i, iv, vii, iii
 - (d) iii, iv, v, i, ii

85. _____ ensures that the organisation has sufficient hardware, software and personnel resources to develop and support the proposed system.
- (a) Operational feasibility
 - (b) Legal feasibility
 - (c) Technical feasibility
 - (d) Schedule feasibility
86. _____ is done to check the willingness and ability of management, users and Information Systems staff in the organisation to build and use the proposed system.
- (a) Technical feasibility
 - (b) Operational feasibility
 - (c) Legal feasibility
 - (d) Schedule feasibility
87. _____ finds out the possibility of any conflict between the proposed system and legal requirements.
- (a) Legal feasibility
 - (b) Technical feasibility
 - (c) Operational feasibility
 - (d) Schedule feasibility
88. _____ study is done to find out that how long this system will take to develop and how can it be completed in a desired time frame.
- (a) Technical feasibility
 - (b) Operational feasibility
 - (c) Legal feasibility
 - (d) Schedule feasibility
89. _____ is done to measure the costs and benefits of the new system.
- (a) Economic feasibility
 - (b) Technical feasibility
 - (c) Operational feasibility
 - (d) Legal feasibility
90. Coding and testing of the system and acquisition of hardware and software is done in which of the following stage of SDLC?
- (a) System analysis
 - (b) System implementation
 - (c) System design
 - (d) System investigation
91. Examine current business, sending out questionnaires and observations of the current procedures is done in which of the following stage of SDLC?
- (a) System implementation
 - (b) System design
 - (c) System investigation
 - (d) System analysis
92. _____ implies that while the system runs satisfactorily, there is still room for improvement.
- (a) Perfective Maintenance
 - (b) Adaptive Maintenance
 - (c) Corrective Maintenance
 - (d) All of the above
93. All systems will need to adapt to changing needs within a company. Which of the following implies the above said errors?
- (a) Perfective Maintenance
 - (b) Adaptive Maintenance
 - (c) Corrective Maintenance
 - (d) All of the above
94. Problems frequently surface after a system has been in use for a short time, however thoroughly it was tested. _____ states that any errors must be corrected.
- (a) Perfective Maintenance
 - (b) Corrective Maintenance
 - (c) Adaptive Maintenance
 - (d) All of the above

95. The iPod is a line of portable media players designed and marketed by _____.

- (a) Google (b) Motorola
(c) Apple (d) Xiomi

- (a) Wireless fidelity
- (b) Wireless federation
- (c) Wireless fragmentation
- (d) 802.11 $\times$ Standard of IEEE

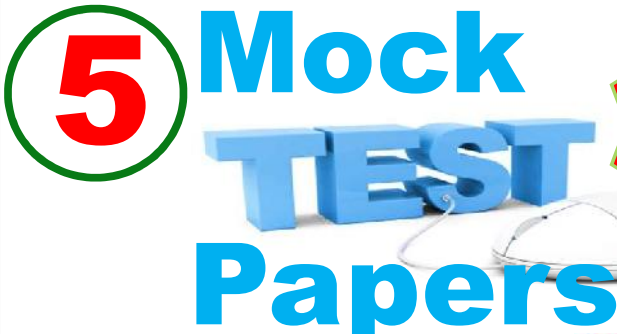
- (a) Personal Digital Assistant
- (b) Private Digital Assistant
- (c) Personal Device Assistant
- (d) Private Device Assistant

(a) Mac (b) IOS
(c) Linux kernel (d) All of the above

[illegible]

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8

Telecommunications and Networks

Multiple Choice Questions (MCQs)

NETWORKING AN ENTERPRISE

1. The Internet and Internet-like networks inside the enterprise are called _____.
 - a. Intranets
 - b. Extranets
 - c. Setranets
 - d. Telnets
2. The Internet and Internet-like networks between an enterprise and its trading partners are called _____.
 - a. Intranets
 - b. Setranets
 - c. Extranets
 - d. Telnets

TRENDS IN TELECOMMUNICATION

3. Which of the following is a potential trend in tele-communication?
 - (a) Industry trend
 - (b) Technology trend
 - (c) Application trend
 - (d) All of the above
4. _____ are the trends towards more competitive vendors, carriers, alliances, and network services, accelerated by deregulation and the growth of the Internet and the WorldWide Web.
 - (a) Industry trend
 - (b) Technology trend
 - (c) Application trend
 - (d) All of the above
5. _____ is the trend towards extensive use of Internet, digital fiber-optic, and wireless technologies to create high-speed local and global internet works for voice, data, images, audio, and video communications.
 - (a) Industry trend
 - (b) Technology trend
 - (c) Application trend
 - (d) All of the above
6. _____ is the trend towards the pervasive use of the Internet, enterprise

intranets, and inter-organizational extranets to support electronic business and commerce, enterprise collaboration, and strategic advantage in local and global markets.

- (a) Industry trend
 - (b) Technology trend
 - (c) Application trend
 - (d) All of the above
7. A telecommunications network is a collection of _____.
 - (a) Terminal nodes
 - (b) Links
 - (c) Any intermediate nodes
 - (d) All of the above
 8. _____ are information systems that use common standards for hardware, software, applications, and networking.
 - (a) Open systems
 - (b) Middleware
 - (c) Multiplexers
 - (d) Synchronisers
 9. _____ is a general term for any programming that serves to glue together or mediate between two separate, and usually already existing, programs.
 - (a) Middleware
 - (b) Multiplexers
 - (c) Open systems
 - (d) Synchronisers
 10. _____ is commonly known as the plumbing of an information system because it routes data and information transparently between different back-end data sources and end-user applications.
 - (a) Middleware
 - (b) Open systems
 - (c) Multiplexers
 - (d) Synchronisers
 11. What are the advantages of a Computer Network in an Organization?
 - (a) File Sharing
 - (b) Remote access
 - (c) Resource Sharing
 - (d) All of the above

TELECOMMUNICATION NETWORK

12. Which of the following is a component in a telecommunications network?

- (a) Terminals
- (b) Tele-communications processors
- (c) Tele-communications channels
- (d) All of the above

13. _____ are the starting and stopping points in any telecommunication network environment.

- (a) Terminals
- (b) Tele-communications processors
- (c) Tele-communications channels
- (d) Telecommunication software

14. _____ support data transmission and reception between terminals and computers by providing a variety of control and support functions.

- (a) Terminals
- (b) Tele-communications processors
- (c) Tele-communications channels
- (d) Telecommunication software

TELECOMMUNICATION PROCESSOR

15. _____ is a card installed in a computer that enables the computer to communicate over a network.

- (a) NIC
- (b) Modem
- (c) Multiplexer
- (d) Switch

16. _____ is a device that converts signals the computer understands into signals that can be accurately transmitted over the phone to another modem, which converts the signals back into their original form.

- (a) Hub
- (b) Modem
- (c) Multiplexer
- (d) NIC

17. _____ is a form of data transmission in which one communication channel carries several transmissions at the same time.

- (a) Hub
- (b) Modem
- (c) NIC
- (d) Multiplexer

18. Modem is an abbreviation of _____.

- (a) Modern-demodulator
- (b) Mechanised-demodulator
- (c) Modulator-demodulator
- (d) None of the above

19. _____ is a device that combines large number of low speed transmission lines into high speed line.

- (a) Multiplexer
- (b) NIC
- (c) Modem
- (d) Switch

INTERNETWORK PROCESSOR

20. _____ is a communications processor that interconnects networks based on different rules or protocols, so that a telecommunications message can be routed to its destination.

- (a) NIC
- (b) Router
- (c) Modem
- (d) Multiplexer

21. _____ is the process of deciding on how to communicate the data from source to destination, in a network.

- (a) Routing
- (b) Multiplexing
- (c) Virtualisation
- (d) Routing

22. A _____ is a gizmo that gives your network signals a boost so that the signals can travel farther.

- (a) Hub
- (b) Switch
- (c) Repeater
- (d) Bridge

TELECOMMUNICATION MEDIA/ CHANNELS

23. Which of the following is a type of guided media?

- (a) Twisted Pair Copper Cable
- (b) Coaxial Copper Cable
- (c) Fibre Optic Cable
- (d) All of the above

24. Which of the following is a type of guided media?

- (a) Fibre Optic Cable
- (b) Infrared Waves
- (c) Communication Satellites
- (d) Micro Waves

25. Which of the following is a type of unguided media?

- (a) Terrestrial Microwave
- (b) Radio Waves
- (c) Micro Waves
- (d) All of the above

26. _____ transmits high-speed radio signals in a line-of-sight path between relay stations spaced approximately 30 miles apart.

- (a) Terrestrial microwave
- (b) Radio waves
- (c) Microwaves
- (d) Infrared waves

27. _____ are an invisible form of electromagnetic radiation that varies in wavelength from around a millimetre to 100,000 km.
- Terrestrial microwave
 - Radio waves
 - Microwaves
 - Infrared waves
28. _____ are most commonly used transmission media in the wireless Local Area Networks.
- Terrestrial microwave
 - Microwaves
 - Radio waves
 - Infrared waves
29. Microwaves have wavelengths ranging from as long one meter to as short as one millimetre, or equivalently, with frequencies between 300 MHz (0.3 GHz) and 300 GHz.
- Communication satellite
 - Terrestrial microwave
 - Infrared waves
 - Microwaves
30. A satellite is some solar-powered electronic device that _____ signals.
- Receives
 - Amplifies
 - Retransmits
 - All of the above

TYPE OF TELECOMMUNICATION NETWORK

AREA BASED CLASSIFICATION

31. Which of the following is Area Coverage Based Classification of telecommunication network?
- Local area Network (LAN)
 - Metropolitan Area Network (MAN)
 - Wide Area Network (WAN)
 - All of the above
32. _____ is a network that spans a large geographic territory, such as an entire city, region, or even an entire country.
- WAN
 - LAN
 - PAN
 - MAN
33. Which of the following is Area Coverage Based Classification of telecommunication network?
- Virtual Private Network (VPN)
 - Multi-Tier
 - Wide Area Network (WAN)
 - Peer-to-Peer

34. Radio waves are most commonly used transmission media in the _____.
- LAN
 - MAN
 - WAN
 - PAN

FUNCTIONAL BASED CLASSIFICATION

35. Which of the following is functional based classification of telecommunication network?
- Client-Server
 - Peer-to-Peer
 - Multi-Tier
 - All of the above
36. Which of the following is functional based classification of telecommunication network?
- Client-Server
 - Public Network
 - Private Network
 - Metropolitan Area Network (MAN)
37. Which of the following is ownership-based classification of telecommunication network?
- Public Network
 - Private Network
 - Virtual Private Network (VPN)
 - All of the above
38. Which of the following is ownership-based classification of telecommunication network?
- Virtual Private Network (VPN)
 - Public Network
 - Multi-Tier
 - Metropolitan Area Network (MAN)
39. A _____ is defined as a network shared and accessed by users not belonging to a single organization.
- Public data network
 - Private data network
 - Virtual data network
 - none of the above
40. _____ consists of two or more internal networks (or intranets) which can communicate securely as if all internal hosts from different intranets belonged to the same virtual network.
- Public data network
 - Private data network
 - Virtual data network
 - none of the above
41. _____ covers areas such as Offices, Classrooms, Buildings, Manufacturing plant etc.
- WAN
 - PAN
 - LAN
 - MAN

42. The network computer that contains the hard drives, printers, and other resources that are shared with other network computers is called a _____.

- (a) Node (b) Server
(c) Client (d) User

43. Any computer that's not a _____ is called a client.

- (a) Node (b) Server
(c) Client (d) User

44. A _____ is a device that is connected to the network.

- (a) Node (b) Packet
(c) Topology (d) All of the above

45. A _____ is a message that is sent over the network from one node to another node.

- (a) Node (b) Packet
(c) Topology (d) All of the above

46. Client computers can be classified as _____.

- (a) Fat (b) Thin
(c) Hybrid (d) All of the above

47. A _____ is a client that performs the bulk of any data processing operations itself, and does not necessarily rely on the server.

- (a) Fat client (b) Thin client
(c) Hybrid client (d) All of the above

48. A _____ is a client that performs the bulk of any data processing operations itself, and does not necessarily rely on the server.

- (a) Fat client (b) Thin client
(c) Hybrid client (d) All of the above

49. _____ use the resources of the host computer.

- (a) Fat client (b) Thin client
(c) Hybrid client (d) All of the above

50. A _____ generally only presents processed data provided by an application server, which performs the bulk of any required data processing.

- (a) Fat client (b) Thin client
(c) Hybrid client (d) All of the above

characteristic of Client-Server architecture has been highlighted in the above phrase?

- (a) Shared Resources
(b) Transparency of Location
(c) Scalability
(d) Integrity

52. Client-Server software usually masks the location of the server from the clients by redirecting the service calls when needed. Which of the following characteristic of Client-Server architecture has been highlighted in the above phrase?

- (a) Shared Resources
(b) Transparency of Location
(c) Scalability
(d) Integrity

53. The ideal Client-Server software is independent of hardware or Operating System software platforms. Which of the following characteristic of Client-Server architecture has been highlighted in the above phrase?

- (a) Shared Resources
(b) Transparency of Location
(c) Scalability
(d) Mix and match

54. In a Client-Server architecture environment, client workstations can either be added or removed and also the server load can be distributed across multiple servers. Which of the following characteristic of Client-Server architecture has been highlighted in the above phrase?

- (a) Shared Resources
(b) Transparency of Location
(c) Scalability
(d) Integrity

55. The server code and server data is centrally managed, which results in cheaper maintenance and the guarding of shared data integrity. At the same time, the clients remain personal and independent. Which of the following characteristic of Client-Server architecture has been highlighted in the above phrase?

- (a) Shared Resources
(b) Transparency of Location
(c) Scalability
(d) Integrity

TYPES OF TELECOMMUNICATION NETWORK

51. A server can service many clients at the same time and regulate their access to the shared resources. Which of the following

MULTI TIER ARCHITECTURE

56. A single computer that contains a database and a front end to access the database is known as _____.

- (a) Client-Server (b) Peer-to-Peer
- (c) Multi-Tier (d) Single-tier

57. A _____ system requires only one stand-alone computer.

- (a) One-tier (b) Two-tier
- (c) Three-tier (d) N-tier

58. A single computer that contains a database and a front end to access the database is known as _____.

- (a) One-tier (b) Two-tier
- (c) Three-tier (d) N-tier

59. A _____ system consists of a client and a server.

- (a) One-tier (b) Two-tier
- (c) Three-tier (d) N-tier

60. In _____ system, the database is stored on the server, and the interface used to access the database is installed on the client.

- (a) Two-tier (b) One-tier
- (c) Three-tier (d) N-tier

61. In _____ system, the user system interface is usually located in the user's desktop and the database management services are usually in a server which is a more powerful machine that services many clients.

- (a) One-tier (b) Three-tier
- (c) Two-tier (d) N-tier

62. Which of the following is an advantage of single tier architecture?

- (a) It also requires only one installation of proprietary software which makes it the most cost-effective system available.
- (b) Can be used by only one user at a time.
- (c) A single tier system is impractical for an organization which requires two or more users to interact with the organizational data stores at the same time.
- (d) All of the above

63. Which of the following is a disadvantage of a single tier architecture?

- (a) A single-tier system requires only one stand-alone computer.
- (b) It also requires only one installation of proprietary software which makes it the most cost-effective system available.

(c) It is impractical for an organization which requires two or more users to interact with the organizational data stores at the same time.

(d) All of the above

64. Which of the following is an objective of applying control in e-commerce environment?

- (a) Prevent loss of Computer Hardware, Software and Personnel
- (b) Prevent from high costs of computer Error
- (c) Safeguard assets from un-authorized access
- (d) All of the above

65. Which of the following is an advantage of two-tier architecture?

- (a) Since processing was shared between the client and server, more users could interact with system.
- (b) Performance deteriorates if number of users is greater than 100.
- (c) Limited functionality in moving the program or programs across servers.
- (d) All of the above

66. Which of the following is a disadvantage of a two-tier architecture?

- (a) Processing is shared between the client and server, so more users can interact with system.
- (b) Performance deteriorates if number of users is greater than 100.
- (c) Limited functionality in moving the program or programs across servers.
- (d) Both b and c

67. A _____ system can handle users only up to 100.

- (a) One-tier (b) Three-tier
- (c) Two-tier (d) N-tier

68. Which of the following is an advantage of 3 tier architecture, as compared to two tier system?

- (a) Improved scalability
- (b) Improved data integrity
- (c) Improved security
- (d) All of the above

OWNERSHIP BASED CLASSIFICATION

69. A _____ is defined as a network shared and accessed by users not belonging to a single organization.

- (a) Public data network
- (b) Private data network
- (c) Virtual private network
- (d) All of the above

70. _____ is a network established and operated by a telecommunications administration, or a recognized private operating agency, for the specific purpose of providing data transmission services for the public.

- (a) Public data network
- (b) Private data network
- (c) Virtual private network
- (d) All of the above

71. _____ provide businesses, government agencies and organizations of all sizes a dedicated network to continuously receive and transmit data critical to both the daily operations and mission critical needs of the organization.

- (a) Public data network
- (b) Private data network
- (c) Virtual private network
- (d) All of the above

72. A _____ emulates a private network over public or shared and therefore insecure infrastructures.

- (a) Public data network
- (b) Private data network
- (c) Virtual private network
- (d) All of the above

73. _____ consists of two or more internal networks (or intranets) which can communicate securely as if all internal hosts from different intranets belonged to the same virtual network.

- (a) Public data network
- (b) Virtual private network
- (c) Private data network
- (d) All of the above

NETWORK COMPUTING

74. In network computing, network computers and other thin clients provide a browser-based user interface for processing small application programs called _____.

- (a) Applets
- (b) Batrals
- (c) Applets
- (d) Ballets

75. _____ is computing done at a central location, using terminals that are attached to a central computer.

- (a) Centralized computing
- (b) Cloud computing
- (c) Decentralised computing
- (d) Grid computing

76. In _____, the computer itself may control all the peripherals directly (if they are physically connected to the central computer) or they may be attached via a terminal server.

- (a) Cloud computing
- (b) Decentralised computing
- (c) Grid computing
- (d) Centralized computing

77. _____ is the allocation of resources, both hardware and software, to each individual workstation, or office location which are capable of running independently of each other.

- (a) Cloud computing
- (b) Decentralised computing
- (c) Grid computing
- (d) Centralized computing

78. _____ enable file sharing and all computers can share peripherals such as printers and scanners as well as modems, allowing all the computers in the network to connect to the Internet.

- (a) Cloud systems
- (b) Decentralised systems
- (c) Grid systems
- (d) Centralized systems

NETWORK TOPOLOGY

79. In _____ the nodes are strung together in a line.

- (a) Bus topology
- (b) Mesh topology
- (c) Star topology
- (d) Ring topology

80. In a _____, packets are sent around the circle from computer to computer.

- (a) Bus topology
- (b) Mesh topology
- (c) Star topology
- (d) Ring topology

81. _____ has multiple connections between each of the nodes on the network

- (a) Bus topology
- (b) Mesh topology
- (c) Star topology
- (d) Ring topology

82. Which of the following is an advantage of ring topology?

- (a) It requires least amount of cable to connect the computers together.
- (b) This topology is very reliable. If direct link between 2 nodes breaks down, there exists an alternate path.
- (c) It is more reliable since communication between 2 computers is not dependent on a single host computer.
- (d) It is easy to extend the network. 2 Cables can be joined together with a connector, making a longer cable. With this more number of computers can be connected to the network.

83. Which of the following is not a disadvantage of mesh topology?

- (a) It is very difficult to diagnose network problems.
- (b) Adding or replacing a node will disturb the entire network.
- (c) The cost of installation and maintenance is high (more cable is required than any other topology)
- (d) If there is a problem with main cable, the entire network goes down.

TRANSMISSION MODES

84. In which of the following mode of transmission, data can be communicated in both the directions but one at a time.

- (a) Simple duplex (b) Half duplex
- (c) Full duplex (d) All of the above

85. TV advertisement is an example of which of the following type of transmission?

- (a) Simple duplex (b) Half duplex
- (c) Full duplex (d) All of the above

86. Walky-talky is an example of which of the following type of transmission?

- (a) Simple duplex (b) Half duplex
- (c) Full duplex (d) All of the above

87. Mr. Jack Welch was talking to his secretary on his smartphone, this type of transmission of data is called _____.

- (a) Simple duplex (b) Half duplex
- (c) Full duplex (d) All of the above

TRANSMISSION TECHNOLOGY

88. In _____, the bits of each byte are sent along a single path one after another.

- (a) Serial transmission

- (b) Parallel transmission
- (c) Asynchronous transmission
- (d) Synchronous transmission

89. In _____, there are separate, parallel paths corresponding to each bit of the byte so that all character bits are transmitted simultaneously.

- (a) Serial transmission
- (b) Parallel transmission
- (c) Asynchronous transmission
- (d) Synchronous transmission

90. In _____, each character is sent at irregular intervals in time as in the case of characters entered at the keyboard in real time.

- (a) Serial transmission
- (b) Parallel transmission
- (c) Asynchronous transmission
- (d) Synchronous transmission

91. In _____, the transmitter and receiver are paced by the same clock.

- (a) Serial transmission
- (b) Parallel transmission
- (c) Asynchronous transmission
- (d) Synchronous transmission

TRANSMISSION TECHNIQUES

92. In this _____ transmission technique a permanent path is established between sender and receiver for the duration of data communication.

- (a) Circuit switching
- (b) Message switching
- (c) Packet switching
- (d) All of the above

93. _____ is the oldest technique of data communication and this technique provide inefficient utilization of communication channel.

- (a) Message switching
- (b) Circuit switching
- (c) Packet switching
- (d) All of the above

94. _____ is the latest technique of data communication.

- (a) Message switching
- (b) Circuit switching
- (c) Packet switching
- (d) All of the above

95. In this technique the data is communicated in the form of packets between sender and receiver.

- (a) Packet switching
- (b) Message switching
- (c) Circuit switching
- (d) All of the above

96. In this technique many packets of common destinations are combined together in the form of a message for communication to a common destination.

- (a) Packet switching
- (b) Message switching
- (c) Circuit switching
- (d) All of the above

NETWORK ARCHITECTURE AND PROTOCOLS

97. _____ refers to the layout of the network, consisting of the hardware, software, connectivity, communication protocols and mode of transmission, such as wired or wireless.

- (a) Network architecture
- (b) Protocols
- (c) Layout
- (d) All of the above

98. A _____ is a set of rules that enables effective communications to occur.

- (a) Network architecture
- (b) Protocols
- (c) Layout
- (d) All of the above

99. Which of the following type of protocol is a format of data, character set used, type of error correction used, and type of encoding scheme used?

- (a) Syntax
- (b) Semantics
- (c) Timing
- (d) None of the above

100. Which of the following type of protocol is a type and order of messages used to ensure reliable and error free information transfer?

- (a) Syntax
- (b) Semantics
- (c) Timing
- (d) None of the above

101. Which of the following type of protocol defines data rate selection and correct timing for various event a during data transfer?

- (a) Syntax
- (b) Semantics
- (c) Timing
- (d) None of the above

THE OSI MODEL

102. Which of the following layer of the OSI model governs the layout of cables and devices such as repeaters and hubs?

- (a) Data Link
- (b) Physical
- (c) Network
- (d) Transport

103. Which of the following layer of the OSI model provides MAC addresses to uniquely identify network nodes and a means for data to be sent over the Physical layer in the form of packets?

- (a) Data Link
- (b) Physical
- (c) Network
- (d) Transport

104. Which of the following layer of the OSI model handles routing of data across network segments?

- (a) Physical
- (b) Data Link
- (c) Network
- (d) Transport

105. Which of the following layer of the OSI model provides for reliable delivery of packets?

- (a) Physical
- (b) Data Link
- (c) Network
- (d) Transport

106. Which of the following layer of the OSI model establishes sessions between network applications?

- (a) Session
- (b) Presentation
- (c) Application
- (d) Physical

107. Which of the following layer of the OSI model converts data so that systems that use different data formats can exchange information?

- (a) Session
- (b) Application
- (c) Presentation
- (d) Physical

108. Which of the following layer of the OSI model allows applications to request network services?

- (a) Session
- (b) Application
- (c) Presentation
- (d) Physical

109. The _____ which provides services directly to the users such as e-mail.

- (a) Transport Layer
- (b) Internet Layer
- (c) Application Layer
- (d) Network Interface Layer

110. The _____ which provides end-to-end communication between applications and verifies correct packet arrival.

- (a) Application Layer
- (b) Transport Layer

- (c) Internet Layer
- (d) Network Interface Layer

111. The _____ which provides packet routing for error checking and addressing and integrity.

- (a) Internet Layer
- (b) Application Layer
- (c) Transport Layer
- (d) Network Interface Layer

112. The _____ which provides an interface to the network hardware and device drivers.

- (a) Application Layer
- (b) Transport Layer
- (c) Internet Layer
- (d) Network Interface Layer

113. _____ can also be called the Data Link Layer.

- (a) Application Layer
- (b) Network Interface Layer
- (c) Transport Layer
- (d) Internet Layer

TCP/IP PROTOCOL SUITE

114. TCP stands for _____.

- (a) Transmission Control Protocol
- (b) Transport Control Protocol
- (c) Transmission communication Protocol
- (d) Transport communication Protocol

115. _____, the protocol on which the Internet is built, is actually not a single protocol but rather an entire suite of related protocols.

- (a) TCP/IP
- (b) HTTPS
- (c) HTTP
- (d) SSH

116. TCP is a _____ transport layer protocol.

- (a) Connection oriented
- (b) Application oriented
- (c) Network oriented
- (d) Data link oriented

NETWORK RISKS, CONTROLS AND SECURITY

117. Computer and network security is implemented _____.

- (a) To protect company assets
- (b) To gain a competitive advantage
- (c) To comply with regulatory requirements and judicial responsibilities

- (d) All of the above

THREATS AND VULNERABILITIES

118. _____ threats originate mostly from inexperienced individuals using easily available hacking tools from the Internet.

- (a) Structured
- (b) Unstructured
- (c) Internal
- (d) External

119. _____ threats originate from individuals who are highly motivated and technically competent and usually understand network systems design and the vulnerabilities of those systems.

- (a) Structured
- (b) Unstructured
- (c) Internal
- (d) External

120. _____ threats originate from individuals or organizations working outside an organization, which does not have authorized access to organization's computer systems or network.

- (a) Structured
- (b) Unstructured
- (c) Internal
- (d) External

121. _____ threats originate from individuals who have authorized access to the network.

- (a) Structured
- (b) Unstructured
- (c) Internal
- (d) External

122. A vulnerability is an inherent weakness in the _____ of a network or system that renders it susceptible to a threat.

- (a) Design
- (b) Configuration
- (c) Implementation
- (d) All of the above

123. Buffer overflow, failure to handle exceptional conditions, access validation error, input validation errors are examples of _____.

- (a) Timing Windows
- (b) Software bugs
- (c) Insecure default configurations
- (d) Bad Protocols

124. _____ may occur when a temporary file is exploited by an intruder to gain access to the file, overwrite important data, and use the file as a gateway for advancing further into the system.

- (a) Timing Windows
- (b) Software bugs
- (c) Insecure default configurations
- (d) Bad Protocols

125. _____ occur when vendors use known default passwords to make it as easy as possible for consumers to set up new systems.

- (a) Software bugs
- (b) Timing Windows
- (c) Insecure default configurations
- (d) Bad Protocols

LEVELS OF SECURITY

126. Report generation includes _____.

- (a) Documenting the findings of the review
- (b) Recommending new asset safeguarding techniques
- (c) Recommending the levels of security to be followed for individual end users and systems.
- (d) All of the above

127. _____ is the process of proving one's identity.

- (a) Privacy/confidentiality
- (b) Integrity
- (c) Authentication
- (d) Non-repudiation

128. _____ refers to ensuring that no one can read the message except the intended receiver.

- (a) Authentication
- (b) Privacy/confidentiality
- (c) Integrity
- (d) Non-repudiation

129. _____ ensures the receiver that the received message has not been altered in any way from the original.

- (a) Integrity
- (b) Authentication
- (c) Privacy/confidentiality
- (d) Non-repudiation

130. _____ refers to a mechanism to prove that the sender really sent this message.

- (a) Authentication
- (b) Privacy/confidentiality
- (c) Integrity
- (d) Non-repudiation

NETWORK SECURITY TECHNIQUES

131. Cryptography _____.

- (a) Protects data from theft alteration
- (b) Protects data from theft
- (c) Can also be used for user authentication
- (d) All of the above

132. _____ is the study of techniques to defeat cryptographic techniques.

- (a) Encryption
- (b) Decryption
- (c) Cryptanalysis
- (d) All of the above

133. _____ is the process of transforming information to make it unreadable to anyone except those possessing the key.

- (a) Encryption
- (b) Decryption
- (c) Cryptanalysis
- (d) All of the above

134. Which of the following statement about encryption is true?

- (a) It is the process of transforming information to make it unreadable to anyone except those possessing a key
- (b) It is the changing of plaintext into cipher-text.
- (c) It is the reverse process of decryption.
- (d) All of the above

135. The result of the process is encrypted information is referred to as _____.

- (a) Plain text
- (b) Key
- (c) cipher text
- (d) none of the above

136. The reverse procedure of encryption is called _____.

- (a) Cryptanalysis
- (b) Decryption
- (c) Either a or b
- (d) Both a and b

137. Which of the following statement about decryption is true?

- (a) The reverse procedure of encryption is called decryption
- (b) In decryption, when cipher text is applied to decryption also then original plaintext is generated.
- (c) Keys are used to decrypt a message.
- (d) All of the above

138. Keys are used to _____ a message.

- (a) Encrypt
- (b) Decrypt
- (c) Both a and b
- (d) None of the above

139. Encryption and Decryption algorithms are _____ but keys may be and may not be _____.

- (a) Different, same (b) Different, different
(c) Same, same (d) Same, different

NETWORK SECURITY PROTOCOLS

140. HTTPS stands for _____.

- (a) Secure Hypertext Transmission Protocol
(b) Secure Hypertext Transport Protocol
(c) Secure Hypertext Transfer Protocol
(d) Secure Hypertext Transfer Protocol

141. SFTP stands for _____.

- (a) Secure Field Transfer Protocol
(b) Secure File Transfer Protocol
(c) Secure File Transmission Protocol
(d) Secure File Transport Protocol

142. _____ are systems which control the flow of traffic between the Internet and the Firm's internal LANs and systems.

- (a) Anti-virus (b) SSL
(c) HTTPS (d) Firewalls

143. Which of the following is a feature of a good firewall?

- (a) All traffic between the outside network and the organizations Intranet must pass through the Firewall.
(b) Only authorized traffic between the organization and the outside, as specified by formal Security Policy, is allowed to pass through the Firewall.
(c) The Firewall must be immune to penetration from both outside and inside the organization.
(d) All of the above

144. _____ is a software-based approach that prohibits access to certain Web sites that are deemed inappropriate by management.

- (a) Site Blocking (b) HID
(c) NID (d) NNID

145. _____ are designed to monitor, detect and respond to user and system activity and attacks on a given host.

- (a) Firewall (b) HID
(c) NID (d) NNID

NETWORK ADMINISTRATION AND MANAGEMENT

146. Network management refers to the activities, methods, procedures, and tools that pertain to the _____ of networked systems.

- (a) Operation (b) Administration
(c) Maintenance (d) All of the above

147. _____ deals with keeping the network (and the services that the network provides) up and running smoothly.

- (a) Administration (b) Maintenance
(c) Operation (d) Provisioning

148. _____ deals with keeping track of resources in the network and how they are assigned.

- (a) Operation (b) Administration
(c) Maintenance (d) Provisioning

149. _____ includes all the "housekeeping" that is necessary to keep the network under control.

- (a) Administration (b) Operation
(c) Maintenance (d) Provisioning

150. _____ is concerned with performing repairs and upgrades.

- (a) Operation (b) Administration
(c) Maintenance (d) Provisioning

151. _____ is concerned with configuring resources in the network to support a given service.

- (a) Operation (b) Administration
(c) Maintenance (d) Provisioning

152. The goal of _____ is to recognize, isolate, correct and log faults that occur in the network.

- (a) Accounting management
(b) Configuration management
(c) Fault management
(d) Performance Management

153. _____ monitors network and system configuration information so that the impact on network operations (hardware and software elements) can be tracked and managed.

- (a) Fault management
(b) Accounting management
(c) Configuration management
(d) Performance Management

154. _____ is concerned with tracking network utilization information, such that individual users, departments, or business units can be appropriately billed or charged for accounting purposes.

- (a) Fault management
- (b) Accounting management
- (c) Performance Management
- (d) Configuration management

155. _____ measures and makes network performance data available so that performance can be maintained and acceptable thresholds.

- (a) Performance Management
- (b) Fault management
- (c) Accounting management
- (d) Configuration management

156. _____ controls access to network resources as established by organizational security guidelines.

- (a) Fault management
- (b) Accounting management
- (c) Security Management
- (d) Configuration management

Answer Keys - MCQs

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
(a)	(c)	(d)	(a)	(b)	(c)	(d)	(a)	(c)	(b)	(d)	(d)	(a)	(b)	(a)	(b)	(d)	(c)	(a)	(b)
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
(d)	(c)	(d)	(a)	(d)	(a)	(b)	(c)	(d)	(d)	(d)	(a)	(c)	(a)	(d)	(a)	(d)	(b)	(a)	(c)
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
(c)	(b)	(b)	(a)	(b)	(d)	(a)	(a)	(b)	(b)	(a)	(b)	(d)	(c)	(d)	(d)	(a)	(a)	(b)	(a)
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
(c)	(a)	(c)	(d)	(a)	(d)	(c)	(d)	(a)	(b)	(b)	(c)	(b)	(c)	(a)	(d)	(b)	(b)	(a)	(d)
81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
(b)	(c)	(d)	(a)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(a)	(b)	(a)	(b)
101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
(c)	(b)	(a)	(c)	(d)	(a)	(c)	(b)	(c)	(b)	(a)	(d)	(b)	(a)	(a)	(c)	(d)	(a)	(b)	(d)
121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140
(c)	(d)	(b)	(a)	(c)	(d)	(c)	(b)	(a)	(d)	(d)	(c)	(a)	(d)	(c)	(b)	(d)	(c)	(a)	(c)
141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156				
(b)	(d)	(d)	(a)	(b)	(d)	(c)	(b)	(a)	(c)	(d)	(c)	(b)	(d)	(a)	(c)				

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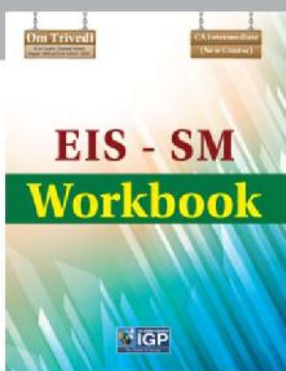
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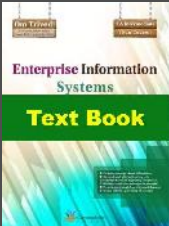
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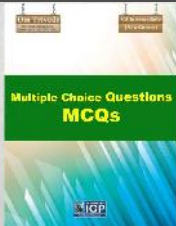
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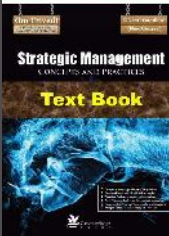
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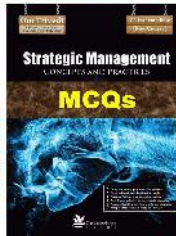
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2

Internet and other Technologies

Multiple Choice Questions (MCQs)

THE INTERNET REVOLUTION

1. Which of the following is not a feature of the Internet?

- (a) It does not have a central computer system or telecommunications centre.
- (b) Instead, each message sent on the Internet has a unique address code so any Internet server in the network can forward it to its destination.
- (c) It does not have a headquarters
- (d) Its use is declining from time to time

2. Which of the following is an example of business application of telecommunication network to overcome geographic barriers?

- (a) Use the Internet and extranets to transmit customer orders from traveling sales people to a corporate data centre for order processing and inventory control.
- (b) Credit authorization at the point of sale using online POS networks.
- (c) Desktop videoconferencing between a company and its business partners using the Internet, intranets, and extranets.
- (d) Business-to-business electronic commerce Web sites for transactions with suppliers and customers using the Internet and extranets.

3. Which of the following is an example of business application of telecommunication network to overcome time barriers?

- (a) Use the Internet and extranets to transmit customer orders from traveling sales people to a corporate data centre for order processing and inventory control.
- (b) Desktop videoconferencing between a company and its business partners using the Internet, intranets, and extranets.
- (c) Business-to-business electronic commerce Web sites for transactions with suppliers and customers using the Internet and extranets.

- (d) Credit authorization at the point of sale using online POS networks.

4. Which of the following is an example of business application of telecommunication network to overcome cost barriers?

- (a) Use the Internet and extranets to transmit customer orders from traveling sales people to a corporate data centre for order processing and inventory control.
- (b) Desktop video conferencing between a company and its business partners using the Internet, intranets, and extranets.
- (c) Credit authorization at the point of sale using online POS networks.
- (d) Business-to-business electronic commerce Web sites for transactions with suppliers and customers using the Internet and extranets.

5. Which of the following is an example of business application of telecommunication network to overcome structural barriers?

- (a) Use the Internet and extranets to transmit customer orders from traveling sales people to a corporate data centre for order processing and inventory control.
- (b) Credit authorization at the point of sale using online POS networks.
- (c) Business-to-business electronic commerce Web sites for transactions with suppliers and customers using the Internet and extranets.
- (d) Desktop video conferencing between a company and its business partners using the Internet, intranets, and extranets.

NETWORK AND THE INTERNET

6. _____ is a company's private network accessible only to the employees of that company.

- (a) Extranet
- (b) Intranet
- (c) Internet architecture

- (d) Internet
7. The purpose of _____ is to distribute data or information to employees, to make shared data or files available, and to manage projects within the company.
- Extranet
 - Internet architecture
 - Internet
 - Intranet
8. An _____ offers access to selected outsiders
- Extranet
 - Internet architecture
 - Internet
 - Intranet
9. Extranets allow business partners to exchange information.
- Internet architecture
 - Internet
 - Intranet
 - Extranet

INTERNET APPLICATIONS

10. ADSL stands for _____.
- Asymmetric Digital Subscriber Language
 - Algometrical Digital Subscriber Line
 - Asymmetric Digital Subscriber Line
 - Algometrical Digital Subscriber Language
11. _____ supports a data rate of about 1.5 to 9 Mbps for downloading and upto 640 kbps while uploading.
- SDSL connection
 - VSDL connection
 - ASDL connection
 - All of the above
12. SDSL Connection stands for _____.
- Symmetric Digital Subscriber Line
 - Similar Digital Subscriber language
 - Symmetric Digital Subscriber Line
 - Similar Digital Subscriber language
13. _____ supports same data rate for uploading and downloading.
- ASDL connection
 - SDSL connection
 - VSDL connection
 - All of the above
14. _____ supports data rate of about 3 Mbps.
- ASDL connection
 - VSDL connection
 - SDSL connection
 - All of the above
15. VDSL Connection stands for _____.
- Very High Digital Subscriber Language
 - Very High Digital Subscriber Line
 - Virtual High Digital Subscriber Line
 - Virtual High Digital Subscriber Language
16. What is the business use of the Internet?
- Strategic business alliances
 - Providing customer and vendor support
 - Collaboration among business partners
 - All of the above
17. What is the business use of the Internet?
- Buying and selling products and services
 - Marketing, sales, and customer service applications
 - Growth of cross-functional business applications
 - All of the above
18. What is the business use of the Internet?
- Emergence of applications in engineering, manufacturing, human resources and accounting.
 - Enterprise communications and collaboration
 - Attracting new customers with innovative marketing and products.
 - All of the above
19. What is the business use of the Internet?
- Retaining present customers with improved customer service and support.
 - Developing new web-based markets and distribution channels for existing products.
 - Developing new information-based products accessible on the Web.
 - All of the above
20. What is the business use of the Internet?
- Generating revenue through electronic commerce applications is a growing source of business value.
 - Electronic commerce
 - Enterprise communications and collaboration
 - All of the above

INTRANET AND EXTRANET

21. _____ is an internal corporate network built using Internet and World Wide Web standards and products.
- Extranet
 - Intranet
 - Internet architecture
 - Internet
22. _____ are network links that use Internet technologies to interconnect the intranet of a business with the intranets of its customers, suppliers, or other business partners.
- Extranet
 - Intranet
 - Internet architecture
 - Internet
23. Companies use Extranets to _____.
- Share product Catalogues exclusively with wholesalers or Retailers in the Distribution Channel
 - Collaborate with other Companies on joint development efforts
 - Provide or access services provided by one Company to a group of other Companies
 - All of the above
24. Companies use Extranets to _____.
- Jointly develop and use Training Programs with other Companies
 - Provide or access services provided by one Company to a group of other Companies
 - Share news of common interest exclusively with Partner Companies
 - All of the above
25. Intranet can be used for which of the following purposes?
- Jointly develop and use Training Programs with other Companies
 - Provide or access services provided by one Company to a group of other Companies
 - Share news of common interest exclusively with Partner Companies
 - Intranets are used developing and deploying critical business applications to support business operations and managerial decision making across the inter-networked enterprise.
26. Intranet provides low cost online services to the organizations' _____.
- Employees
 - Owners
 - Associates
 - Partners

27. It provides low cost online services to the organizations' _____.

- Employees
- Owners
- Associates
- Partners

E-COMMERCE

28. Which of the following organizations are open of for 24x7x365?

- E-commerce
- Traditional commerce
- Both a and b
- None of the above

29. Which of the following is an advantage of e-commerce?

- Increases the profit margin of manufacturers.
- Allows manufacturers to give discounts to customers.
- Customers get better prices.
- All of the above

30. In e-commerce customer interaction is _____.

- Screen to face
- Screen to screen
- Face to face
- All of the above

31. Which of the following is a benefit to customers, given by e-commerce?

- Various options
- Time saving
- Reviews and coupons available
- All of the above

32. Which of the following is a benefit to sellers, given by e-commerce?

- Wide customer base
- Instant transactions
- Recurring payments made easy
- All of the above

33. Which of the following is a benefit to sellers, given by e-commerce?

- Reduction in cost
- Creation of new markets
- Easier entry into new markets
- All of the above

34. Which of the following is a benefit to sellers, given by e-commerce?

- Reduction in error
- Better quality of goods
- Reduction in cycle time
- All of the above

35. Which of the following is a component of e-commerce?

- (a) Warehouse operations
- (b) Supply chain
- (c) Shipping and returns
- (d) All of the above

36. Which of the following is a component of e-commerce?

- (a) Warehouse operations
- (b) Privacy policy
- (c) Shipping and returns
- (d) All of the above

37. Which of the following is a component of e-commerce?

- (a) Mobile apps
- (b) Payment gateways
- (c) Web portals
- (d) All of the above

TYPES OF E-COMMERCE

38. _____ is simply e-commerce between private individuals or consumers.

- (a) C2C
- (b) B2B
- (c) B2C
- (d) C2B

39. OLX and Quikr are examples of _____.

- (a) B2B
- (b) B2C
- (c) C2C
- (d) C2B

40. _____ e-commerce is simply defined as e-commerce between companies.

- (a) C2C
- (b) B2B
- (c) B2C
- (d) C2B

41. _____ e-commerce is defined as e-commerce between companies and consumers.

- (a) C2C
- (b) B2B
- (c) C2B
- (d) B2C

42. Amazon and Flipkart are examples of _____.

- (a) C2C
- (b) B2B
- (c) B2C
- (d) C2B

43. A consumer posts his project with a set budget online and within hours companies review the consumer's requirements and bid on the project. The above instant is an example of which of the following types of E-commerce.

- (a) C2C
- (b) B2B
- (c) B2C
- (d) C2B

44. B2B stands for _____.

- (a) Boston-to-Business
- (b) Business-to-Business
- (c) Business-to-Boston
- (d) Boston-to-Boston

45. C2C stands for _____.

- (a) Customer-to-corporates
- (b) Corporates-to-customer
- (c) Customer-to-customer
- (d) Corporate-to-corporate

E-COMMERCE GENERAL CONCERNS

46. In general consideration, paper is the prime source of a certifiable audit trail. Without paper certification, the issue of the reliability of electronic certification becomes a management concern. Which of the following concern has been highlighted in the above phases?

- (a) Loss of audit trail
- (b) Business Continuity
- (c) Exposure of data
- (d) Legal Risks

47. In an e-commerce environment, increased dependence is placed on an electronic means of conducting business, the loss due to E-Commerce Systems has the potential to cripple an organization. Which of the following concern has been highlighted in the above phases?

- (a) Loss of audit trail
- (b) Business Continuity
- (c) Exposure of data
- (d) Legal Risks

48. In an e-commerce environment, data is shared and organizations become connected to the outside world, the possibility of data exposure to Vendors, Service Providers, and Trading Partners is significantly increased. Which of the following concern has been highlighted in the above phases?

- (a) Loss of audit trail
- (b) Business Continuity
- (c) Exposure of data
- (d) Legal Risks

49. In an e-commerce environment, the inability to complete transactions or meet deadlines, or the risk of inadvertently exposing information of trading partners poses significant legal risks. Which of the following concern has been highlighted in the above phases?

- (a) Loss of audit trail
- (b) Business Continuity
- (c) Exposure of data
- (d) Legal Risks

50. In an e-commerce environment, electronic information has the same legal and statutory requirements as paper information. Organizations are responsible for the safe storage, retention and retrieval of this information. Which of the following concern has been highlighted in the above phases?

- (a) Record retention and retrievability
- (b) Business Continuity
- (c) Exposure of data
- (d) Legal Risks

BENEFITS/ RISKS OF E-COMMERCE

51. What is the benefits of e-commerce application and implementation?

- (a) Reduction in costs to buyers from increased competition in procurement.
- (b) Reduction in errors, time, and overhead costs in information processing.
- (c) Reduction in costs to suppliers by electronically accessing on-line databases of bid opportunities, on-line abilities to submit bids, and on-line review of rewards.
- (d) All of the above

52. What is the benefits of e-commerce application and implementation?

- (a) Reduction in time to complete business transactions, particularly from delivery to payment.
- (b) Creation of new markets through the ability to easily and cheaply reach potential customers.
- (c) Easier entry into new markets, especially geographically remote markets, for enterprises regardless of size and location.
- (d) All of the above

53. What is the benefits of e-commerce application and implementation?

- (a) Better quality of goods as specifications are standardized and competition is increased.

(b) Faster time to market as business processes are linked, thus enabling seamless processing and eliminating time delays.

(c) Optimization of resource selection as businesses form cooperative teams to increase the chances of economic successes, and to provide the customer products and capabilities more exactly meeting the requirements.

(d) All of the above

54. What is the benefits of e-commerce application and implementation?

(a) Reduction in inventories and reduction of risk of obsolete inventories as the demand for goods and services is electronically linked through just-in-time inventory and integrated manufacturing techniques.

(b) Reduction in overhead costs through uniformity, automation, and large-scale integration of management processes.

(c) Reduction in use of ecologically damaging materials through electronic coordination of activities and the movement of information rather than physical objects.

(d) All of the above

55. What is the benefits of e-commerce application and implementation?

(a) Reduction in advertising costs.

(b) Creation of new markets through the ability to easily and cheaply reach potential customers.

(c) Easier entry into new markets, especially geographically remote markets, for enterprises regardless of size and location.

(d) All of the above

56. Which of the following is not a benefit of e-commerce?

(a) Reduction in costs to buyers from increased competition in procurement.

(b) Reduction in errors, time, and overhead costs in information processing.

(c) There is a lack of authenticity of transactions

(d) Reduction in costs to suppliers by electronically accessing on-line databases of bid opportunities, on-line abilities to submit bids, and on-line review of rewards.

57. In e-commerce, there is need to identify and authenticate users in the virtual global market where anyone can sell to or buy from anyone, anything from anywhere. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Repudiation of contract
 - (b) Problem of anonymity
 - (c) Lack of authenticity of transaction
 - (d) Denial of service
58. In e-commerce environment, there is possibility that the electronic transaction in the form of contract, sale order or purchase by the trading partner or customer may be denied. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Problem of anonymity
 - (b) Lack of authenticity of transaction
 - (c) Repudiation of contract
 - (d) Denial of service
59. In an e-commerce environment, the electronic documents that are produced in the course of an e-Commerce transaction may not be authentic and reliable. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Lack of authenticity of transactions
 - (b) Data Loss or theft or duplication
 - (c) Attack from hackers
 - (d) Denial of Service
60. In an e-commerce environment, the data transmitted over the Internet may be lost, duplicated, tampered with or replayed. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Lack of authenticity of transactions
 - (b) Data Loss or theft or duplication
 - (c) Attack from hackers
 - (d) Denial of Service
61. In an e-commerce environment, web servers used for e-Commerce may be vulnerable to hackers. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Lack of authenticity of transactions
 - (b) Data Loss or theft or duplication
 - (c) Denial of Service
 - (d) Attack from hackers
62. In an e-commerce environment, service to customers may be denied due to non-availability of system as it may be affected by viruses, e-mail bombs and floods. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Lack of authenticity of transactions
 - (b) Data Loss or theft or duplication
 - (c) Denial of Service
 - (d) Attack from hackers
63. In an e-commerce environment, e-Commerce transactions, as electronic records and digital signatures may not be recognized as evidence in courts of law. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Non-recognition of electronic transactions
 - (b) Lack of audit trails
 - (c) Problem of piracy
 - (d) Problem of anonymity
64. In an e-commerce environment, Audit trails in e-Commerce system may be lacking and the logs may be incomplete, too voluminous or easily tampered with. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Non-recognition of electronic transactions.
 - (b) Lack of audit trails
 - (c) Problem of piracy
 - (d) Problem of anonymity
65. In an e-commerce environment, Intellectual property may not be adequately protected when such property is transacted through e-Commerce. Which of the following risks in e-commerce has been highlighted in the above phrases?
- (a) Non-recognition of electronic transactions
 - (b) Lack of audit trails
 - (c) Problem of piracy
 - (d) Problem of anonymity
66. What are the risks involved in e-Commerce?
- (a) Lack of authenticity of transactions
 - (b) Data Loss or theft or duplication
 - (c) Attack from hackers
 - (d) All of the above
67. What are the risks involved in e-Commerce?
- (a) Problem of piracy
 - (b) Problem of anonymity

- (c) Repudiation of contract
- (d) All of the above

68. What are the risks involved in e-Commerce?

- (a) Denial of Service
- (b) Non-recognition of electronic transactions
- (c) Lack of audit trails
- (d) All of the above

69. What are the key aspects to be considered in implementing e-commerce?

- (a) Implementing appropriate policies, standards and guidelines
- (b) Performing cost benefit analysis and risk assessment to ensure value delivery
- (c) Implementing the right level of security across all layers and processes
- (d) All of the above

70. What are the key aspects to be considered in implementing e-commerce?

- (a) Establishing and implementing the right level of baseline (best practice) controls
- (b) Integration of e-Commerce with the business process and the physical delivery channels
- (c) Providing adequate user training
- (d) All of the above

MOBILE COMMERCE

71. Which of the following is an advantage of m-commerce?

- (a) Providing wider reach
- (b) Reducing transaction costs
- (c) Competitive pricing
- (d) All of the above

72. Mobile devices are called _____ because their transmission medium is a radio channel, or air interface.

- (a) Wired
- (b) Wireless
- (c) Mobile
- (d) Flyings

73. _____ is e-commerce where customers access the network using a mobile device such as a mobile phone, or a smart phone.

- (a) Mobile computing
- (b) Cloud commuting
- (c) B2C e-commerce
- (d) M-commerce

74. The e-commerce websites offer a huge range of options in commodities to choose from. There are many competitors in an e-commerce

environment so the business have to do a smart pricing of their products and services so as to make them competitive as that of their competitors. The above phrase highlights which of the following advantage of an e-commerce environment.

- (a) Providing wider reach
- (b) Reducing transaction costs
- (c) Competitive pricing
- (d) Quick ordering facilities

75. Which of the following is not a disadvantage of e-commerce?

- (a) Small screens of most devices still limit types of file and data transfer (i.e. streaming videos, etc.)
- (b) WAP and SMS limited to small number of characters and text.
- (c) Use of limited graphics.
- (d) Reducing transaction costs

EFT SYSTEMS IN OPERATIONS

76. ATM stands for _____.

- (a) Automated Talking Machine
- (b) Automated Teller Machine
- (c) Automatic Teller Machine
- (d) Automated Teller Mechanism

77. PIN stands for _____.

- (a) Personal identification number
- (b) Private identification number
- (c) Personal identity number
- (d) Private identity number

78. The customer's bank is usually referred to as the _____.

- (a) Issuer bank
- (b) Acquirer bank
- (c) Reserve bank of India
- (d) Central bank

79. The _____ is usually referred to as the issuer bank.

- (a) Merchant's bank
- (b) Government's bank
- (c) Reserve bank of India
- (d) Customer's bank

80. The term _____ denotes the bank that actually issued the payment instrument that the customer uses for payment.

- (a) Acquirer bank
- (b) Issuer bank
- (c) Central bank
- (d) Reserve bank of India

- _____ serves as an intermediary between the traditional payment structure and the electronic payment structure.
- _____ mechanism (b) Payment gateway
_____ (d) All of the above
- _____ in general any kind of network (e.g., Internet) that includes the exchange of money or services.
- _____ banking system
_____ ionic payment system
_____ ionic fund transfer system
_____ of the above
- (d) Pre-authorized transfers
85. Using _____, consumers can transfer funds from one account to another through telephone instructions rather than traditional written authorization instrument.
- (a) Automated teller machine
(b) Point of sale (PoS) transaction
(c) Telephone transfer
(d) Pre-authorized transfers

Answer Keys - MCQs

[illegible]

Intro to business info system

Multiple Choice Questions (MCQs)

INFORMATION SYSTEM CONCEPT

1. **Data is** _____.
 (a) A collection of facts
 (b) Collected as the result of experience, observation or experiment, or processes within a set of premises
 (c) Lowest level of abstraction
 (d) All of the above
2. **Data consists of** _____.
 (a) Numbers (b) Words
 (c) Images (d) All of the above
3. _____ **is a collection of facts.**
 (a) Data (b) Knowledge
 (c) Experience (d) Information
4. _____ **is the lowest level of abstraction from which _____ and _____ are derived.**
 (a) Information; data; knowledge
 (b) Knowledge; Data; information
 (c) Data; information; Experience
 (d) Data; information; knowledge
5. _____ **is data that have been processed so that they are meaningful.**
 (a) Knowledge (b) Experience
 (c) Information (d) Wisdom
6. **Information systems change data into _____, which is useful and capable of giving a certain meaning to its users.**
 (a) Knowledge (b) Information
 (c) Experience (d) Wisdom
7. **While _____ is raw facts and figures, _____ is facts or figures ready for communication or use.**
 (a) Information; wisdom
 (b) wisdom; information
 (c) Data; wisdom
 (d) Data; information

8. _____ **is data that has been selected and organized into meaningful patterns, and recorded by the human intellect.**
 (a) Information (b) Wisdom
 (c) Knowledge (d) Experience
9. **Information is _____ that has been processed so that they are meaningful.**
 (a) Knowledge (b) Information
 (c) Experience (d) Data
10. **Information is data that have been processed so that they are _____.**
 (a) Useless (b) Meaningful
 (c) Meaningless (d) All of the above
11. **Process explains the activities carried out by _____.**
 (a) Users (b) Managers
 (c) Staff (d) All of the above

COMPONENTS OF INFORMATION SYSTEM

12. **Which of the following is not a component of Information Systems?**
 (a) People
 (b) Data
 (c) Network
 (d) Transaction Processing System
13. **Information Systems (IS) can perform which of the following purpose for a business enterprise?**
 (a) Support of business processes and operations.
 (b) Support of decision making by employees and managers.
 (c) Support of strategies for competitive advantage.
 (d) All of the above
14. **A business process _____.**
 (a) Has a Goal
 (b) Has specific inputs

- (c) Has specific outputs
- (d) All of the above

15. A business process _____.

- (a) Uses resources
- (b) Has a number of activities that are performed in some order
- (c) Creates value of some kind for the customer. The customer may be internal or external.
- (d) All of the above

ORGANIZATION INFORMATION SYSTEM AND BUSINESS PRO USES

16. _____ is a standardized set of activities that accomplish a specific task, such as processing a customer's order.

- (a) Business
- (b) Business process
- (c) Value creation
- (d) Business process automation

17. A _____ is a coordinated and standardized flow of activities performed by people or machines, which can traverse functional or departmental boundaries to achieve a business objective that creates value for internal or external customers.

- (a) Business
- (b) Value creation
- (c) process
- (d) Business process automation

INFORMATION SYSTEM AND THEIR ROLE IN BUSINESSES

18. An information system can perform for a business enterprise:

- (a) Support of business processes and operations.
- (b) Support of decision making by employees and managers.
- (c) Support of strategies for competitive advantage.
- (d) All of the above

19. _____ is used to track and deal with strategic issues, assisting long-range planning.

- (a) Management- Level Systems
- (b) Knowledge- Level Systems
- (c) Strategic Level Systems
- (d) Operational- Level Systems

20. _____ is used for the monitoring, controlling, decision-making, and administrative activities of middle management.

- (a) Management- Level Systems
- (b) Strategic Level Systems
- (c) Knowledge- Level Systems
- (d) Operational- Level Systems

21. _____ support discovery, processing and storage of knowledge and data workers.

- (a) Strategic Level Systems
- (b) Knowledge- Level Systems
- (c) Management- Level Systems
- (d) Operational- Level Systems

22. _____ ensure that business procedures are followed.

- (a) Strategic Level Systems
- (b) Management- Level Systems
- (c) Knowledge- Level Systems
- (d) Operational- Level Systems

23. Strategic Level Systems is used by _____.

- (a) Middle Managers
- (b) Knowledge and data workers
- (c) Chief Executive Officers
- (d) Supervisors

24. Management- Level Systems is used by _____.

- (a) Middle Managers
- (b) Chief Executive Officers
- (c) Knowledge and data workers
- (d) Supervisors

25. Knowledge- Level Systems is used by _____.

- (a) Middle Managers
- (b) Knowledge and data workers
- (c) Supervisors
- (d) Chief Executive Officers

26. Operational- Level Systems is used by _____.

- (a) Middle Managers
- (b) Supervisors
- (c) Knowledge and data workers
- (d) Chief Executive Officers

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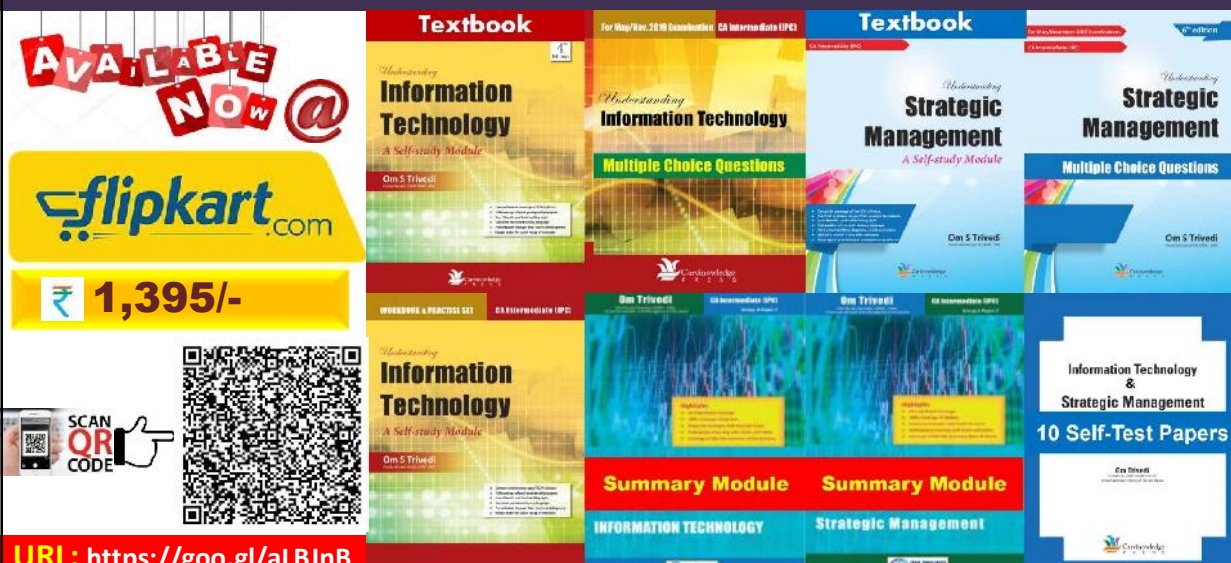
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- 10 Self-Test Papers** for both subjects
- Workbook & Practice Set** for CA Intermediate (IPC)

4

TRANSACTION PROCESSING SYSTEM

27. A _____ is a type of information system that collects, stores, modifies and retrieves the day-to-day data transactions of an enterprise.
- Management Information System
 - Office Information System
 - Transaction Processing System
 - Decision Support System
28. A Transaction Processing System is a type of information system that _____ the day-to-day data transactions of an enterprise.
- Collects
 - Stores
 - Retrieves
 - All of the above
29. _____ are mainly used by clerical staff performing such regular business activities as invoicing and issuing of stock, following well defined business procedures.
- Transaction Processing System
 - Management Information System
 - Office Information System
 - Decision Support System
30. The users of _____ tend to work at the lowest level of detail as they process or query one transaction at a time, using computer systems to capture the raw data which reflects the business processes of the organisation.
- Management Information System
 - Office Information System
 - Transaction Processing System
 - Decision Support System
31. _____ ensures that people who are not authorized to use the system are not permissible to influence or transform the transaction process.
- Equivalence
 - Access Control
 - Trustworthiness
 - High Volume Rapid Processing
32. _____ ensures that all transactions are processed in the similar format every time to ensure that full effectiveness is achieved.
- Equivalence
 - Trustworthiness
 - Access Control
 - High Volume Rapid Processing
33. If an integrity constraint states that all transactions in a database must have a positive value, any transaction with a negative value would be refused. This is an example of _____.
- Consistency
 - Isolation
 - Atomicity
 - Durability
34. _____ means that transactions must appear to take place in seclusion.
- Consistency
 - Atomicity
 - Isolation
 - Durability
35. _____ means that a transaction is either completed in full or not at all. TPS systems ensure that transactions take place in their entirety.
- Consistency
 - Atomicity
 - Isolation
 - Durability
36. _____ state that once transactions are completed they cannot be undone.
- Consistency
 - Isolation
 - Atomicity
 - Durability
37. To ensure _____, even if the TPS suffers failure, a log will be created to document all completed transactions.
- Consistency
 - Durability
 - Isolation
 - Atomicity
38. _____ is a computer-based information systems that collect, process, store, and transmit electronic messages, documents, and other forms of office communications among individuals, workgroups, and organizations.
- Management Information System
 - Office Automation System
 - Transaction Processing System
 - Decision Support System

OFFICE AUTOMATION SYSTEMS (OAS)

39. Which of the following statements is true?
- The Office Automation Systems (OAS) is amalgamation of hardware, software, and other resources used to smooth the progress of communications and augment efficiency.
 - Office automation refers to the use of computer and software to digitally generate, collect, store, manipulate, and relay office information needed for accomplishing basic tasks and goals.

- (c) Office Automation Systems (OAS) is a computer-based information system that collect, process, store, and transmit electronic messages, documents, and other forms of office communications among individuals, workgroups, and organizations.
- (d) All of the above

40. Which of the following activities can be performed by Office Automation System?

- (a) Exchange of information
- (b) Management of administrative documents
- (c) Handling of numerical data
- (d) All of the above

KNOWLEDGE MANAGEMENT SYSTEM (KMS)

41. Knowledge _____.

- (a) Is a much broader concept than information
- (b) Consists of many pieces of related information, and has a structure or organisation whereby each piece of information is linked to others
- (c) Consists of knowing which action alternatives are available and what information is required before one can decide on a specific course of action
- (d) All of the above

42. Wisdom is the combination of _____ with _____.

- (a) Knowledge; Experience
- (b) Data ; Experience
- (c) Knowledge; Data
- (d) None of the above

43. _____ refers to any kind of IT system that stores and retrieves knowledge, improves collaboration, locates knowledge sources and mines repositories for hidden knowledge.

- (a) Office Automation System
- (b) Transaction Processing System
- (c) Knowledge Management Systems
- (d) Decision Support System

44. _____ treats the knowledge component of any organization's activities as an explicit concern reflected in strategy, policy, and practice at all levels of the organization.

- (a) Office Automation System
- (b) Knowledge Management Systems
- (c) Transaction Processing System
- (d) Decision Support System

45. The goal of _____ is to help knowledge workers create, organize, and make available important business knowledge, wherever and whenever it's needed in an organization.

- (a) Office Automation System
- (b) Knowledge Management Systems
- (c) Transaction Processing System
- (d) Decision Support System

46. _____ facilitate organizational learning and knowledge creation.

- (a) Knowledge Management Systems
- (b) Office Automation System
- (c) Transaction Processing System
- (d) Decision Support System

47. Which of the following statements about explicit knowledge is true?

- (a) It is a knowledge which can be formalized easily and is easily available across the organization.
- (b) It is articulated and represented in the form of spoken words, written material and compiled data.
- (c) This type of knowledge is codified, easy to document, transfer and reproduce.
- (d) All of the above

48. Which of the following statements about tacit knowledge is true?

- (a) It is the kind of knowledge that is difficult to transfer to another person by means of writing it down or verbalizing it.
- (b) It resides in a few often-in just one person and hasn't been captured by the organization or made available to others.
- (c) Tacit knowledge is unarticulated and represented as intuition, perspective, beliefs, and values that individuals form based on their experiences.
- (d) All of the above

49. Which of the following statements about tacit knowledge is true?

- (a) It is a knowledge which can be formalized easily and is easily available across the organization.
- (b) It is difficult to document and communicate the tacit knowledge.

- (c) It is articulated and represented in the form of spoken words, written material and compiled data.
- (d) This type of knowledge is codified, easy to document, transfer and reproduce.

50. Which of the following statements about explicit knowledge is true?

- (a) It is a knowledge which can be formalized easily and is easily available across the organization.
- (b) It is the kind of knowledge that is difficult to transfer to another person by means of writing it down or verbalizing it.
- (c) It resides in a few often-in just one person and hasn't been captured by the organization or made available to others.
- (d) Tacit knowledge is unarticulated and represented as intuition, perspective, beliefs, and values that individuals form based on their experiences.

51. The processed data is known as _____.

- (a) Wisdom (b) Knowledge
- (c) Information (d) Experience

52. Knowledge is the internalization of _____.

- (a) Information (b) Data
- (c) Experience (d) All of the above

53. Information is _____.

- (a) Piecemeal (b) Fragmented
- (c) Particular (d) All of the above

54. Knowledge is _____.

- (a) Structured (b) Coherent
- (c) Often universal (d) All of the above

KNOWLEDGE DISCOVERY AND DATA MINING

55. _____ is a key intellect who is employed owing to his or her acquaintance of a subject matter, rather than their ability to perform manual labour.

- (a) Knowledge worker
- (b) Intellectual worker
- (c) Brain worker
- (d) All of the above

56. _____ is a major use of data warehouse databases and the static data they contain to reveal hidden trends in historical business activity.

- (a) Data mining
- (b) Data discovery
- (c) Data transformation
- (d) All of the above

57. Data warehouse databases contain _____ data.

- (a) Dynamic (b) Static
- (c) Either a or b (d) Both a and b

58. In data mining, the data in a data warehouse are analysed to reveal _____.

- (a) Hidden patterns
- (b) Hidden trends in historical business activity
- (c) Either a or b
- (d) Both a and b

MANAGEMENT INFORMATION SYSTEM (MIS)

59. Management Information Systems is _____.

- (a) The study of information systems in business and management.
- (b) Aims at meeting the information needs of managers, particularly with regard to the current and past operations of the enterprise.
- (c) A system which provides accurate, timely and meaningful data for management planning, analysis and control to optimize the growth of the organization.
- (d) All of the above

60. Management Information Systems is a system which provides _____ data to the organization.

- (a) Accurate (b) Timely
- (c) Meaningful (d) All of the above

61. Management Information Systems is a system which data for management _____ to optimize the growth of the organization.

- (a) Planning (b) Analysis
- (c) Control (d) All of the above

DECISION SUPPORT SYSTEM (DSS)

62. _____ are computer-based information systems that provide interactive information support to managers and business professionals during the decision making process.

- (a) Transaction Processing System
- (b) Management Information System
- (c) Decision Support System
- (d) Office Information System

- User
- Database
- Planning language
- All of the above

(a) User (b) Database
(c) Model base (d) Planning language

- (a) It is a tool that provides online access directly to the relevant information, in the format that is useful and can be browsed.
- (b) It ensures that relevant information is timely, precise and useful in business aspects, according to the interest of certain managers.
- (c) It has useful format, and ensures that data can be browsed easily; will mean that the system has been specially built for the use of individuals who have little time to spare, are less skilful in using the keyboard and less experienced with computers.
- (d) All of the above

(a) Software (b) Hardware
(c) User interface (d) Telecommunication

(a) Software (b) Hardware
(c) User interface (d) Telecommunication

- (a) Hardware
- (b) Software
- (c) Telecommunication
- (d) User interface

- (a) Hardware
- (b) Software
- (c) Telecommunication
- (d) User interface

[illegible]

Specialized Business Information Systems

Multiple Choice Questions (MCQs)

ENTERPRISE RESOURCE PLANNING (ERP)

1. _____ is an integrated cross-functional software that reengineers manufacturing, distribution, finance, human resources, and other basic business processes of a company to improve its efficiency, agility, and profitability.
(a) Customer Relationship Management (CRM)
(b) Supply Chain Management (SCM)
(c) Enterprise Resource Planning (ERP)
(d) Core Banking System (CBS)
2. _____ integrates and automates many internal business processes and information systems within the manufacturing, logistics, distribution, accounting, finance, and human resource functions of a company.
(a) Enterprise Resource Planning (ERP)
(b) Customer Relationship Management (CRM)
(c) Supply Chain Management (SCM)
(d) Core Banking System (CBS)
3. Which of the following statement about Enterprise Resource Planning (ERP) is true?
(a) Enterprise Resource Planning is essentially a software which integrates all the departments and their functions within a company through a single IT system.
(b) ERP is software architecture that allows the exchange of information between all functions.
(c) ERP is the technological backbone of e-business, an enterprise wide transaction framework with links into sales order processing, inventory management and control, production and distribution planning, and finance.
(d) Its adds a huge cost which is way more than its benefit.

VARIOUS STAGES OF ERP

4. _____ is an accounting procedure or system designed to encourage competence or give surety the implementation of a strategy or maintain assets or avoids fraud and error etc.
(a) ABC analysis
(b) EOQ
(c) Inventory control
(d) Just in Time (JIT)
5. _____ is the supervision of supply, storage and accessibility of items in order to make certain a sufficient supply without excessive oversupply.
(a) Inventory control
(b) ABC analysis
(c) EOQ
(d) Just in Time (JIT)
6. ABC analysis is that technique of material control in which we divide our material into three categories and investment is done according to the value and nature of that category's materials.
(a) ABC analysis (b) Inventory control
(c) EOQ (d) Just in Time (JIT)
7. EOQ is the order size for materials that will result in minimizing the costs of ordering and carrying stock.
(a) Inventory control (b) ABC analysis
(c) Just in Time (JIT) (d) EOQ
8. The EOQ provides a model for calculating the suitable reorder point and the optimal reorder quantity to make sure the immediate replenishment of inventory with no shortages.
(a) EOQ (b) Inventory control
(c) ABC analysis (d) Just in Time (JIT)

9. **Just in Time Technique enables a company to ensure that it receives products/spare parts/materials from its suppliers on the exact date and at the exact time when they are needed.**
 (a) Inventory control (b) Just in Time (JIT)
 (c) ABC analysis (d) EOQ
10. **JIT principles can be applied to which of the following part of an organization?**
 (a) Distribution (b) Sales
 (c) Accounting (d) All of the above
11. **JIT principles can be applied to which of the following part of an organization?**
 (a) Order taking (b) Purchasing
 (c) Operations (d) All of the above

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

12. _____ tracks all the ways in which a company interacts with its customers and analyses these interactions to optimize revenue, profitability, customer satisfaction, and customer retention.
 (a) Customer Relationship Management (CRM)
 (b) Supply Chain Management (SCM)
 (c) Enterprise Resource Planning (ERP)
 (d) Core Banking System (CBS)
13. **Customer relationship management applications, dealing with the analysis of customer data to provide information for improving business performance are a part of _____.**
 (a) Analytical CRM
 (b) Operational CRM
 (c) Collaborative CRM
 (d) All of the above
14. _____ uses customer understanding to perform effective relationship management.
 (a) Operational CRM
 (b) Collaborative CRM
 (c) Analytical CRM
 (d) All of the above
15. _____ supports customer interaction with greater convenience through a variety of channels, including phone, fax, e-mail, chat, and mobile devices
 (a) Operational CRM
 (b) Collaborative CRM
 (c) Analytical CRM
 (d) All of the above
16. _____ allows greater responsiveness to customer needs through sourcing of products and services outside of your enterprise.
 (a) Operational CRM
 (b) Collaborative CRM
 (c) Analytical CRM
 (d) All of the above
17. **Which of the following is a benefit of CRM?**
 (a) Integrates and personalizes the delivery of customer services.
 (b) Improves the customer experience through whatever point of contact is chosen.
 (c) Influences the Internet as a self-service delivery channel.
 (d) All of the above.
18. **Which of the following is a benefit of CRM?**
 (a) Provides a single point of access to information for sales, marketing and customer service.
 (b) Supports better-informed business decisions by providing a single enterprise-wide view of the customer.
 (c) Enables real-time interactions between customers, employees, partners and the enterprise.
 (d) All of the above

SUPPLY CHAIN MANAGEMENT (SCM)

19. _____ is the management of the flow of goods.
 (a) Supply chain management
 (b) Logistics management
 (c) Customer relationship management
 (d) Core banking system
20. _____ includes the movement and storage of raw materials, work-in-process inventory, and finished goods from point of origin to point of consumption.
 (a) Logistics management
 (b) Customer relationship management
 (c) Core banking system
 (d) Supply chain management
21. _____ is a network of facilities and distribution options that performs the functions of procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers.

- (a) Enterprise Resource Planning (ERP)
 (b) Customer Relationship Management (CRM)
 (c) Supply Chain Management (SCM)
 (d) Core Banking System (CBS)
22. _____ refers to the linkages between suppliers, manufacturers and customers.
 (a) Enterprise Resource Planning (ERP)
 (b) Supply Chain Management (SCM)
 (c) Customer Relationship Management (CRM)
 (d) Core Banking System (CBS)
23. _____ involves all activities like sourcing and procurement of material, conversion, and logistics.
 (a) Supply Chain Management (SCM)
 (b) Enterprise Resource Planning (ERP)
 (c) Customer Relationship Management (CRM)
 (d) Core Banking System (CBS)
24. _____ integrates management practices and information technology to optimize information and product flows among the processes and business partners within a supply chain.
 (a) Enterprise Resource Planning (ERP)
 (b) Customer Relationship Management (CRM)
 (c) Core Banking System (CBS)
 (d) Supply Chain Management (SCM)
25. _____ is an extension of logistic management.
 (a) Enterprise Resource Planning (ERP)
 (b) Supply Chain Management (SCM)
 (c) Customer Relationship Management (CRM)
 (d) Core Banking System (CBS)
26. Logistical activities typically include management of _____.
 (a) Warehousing
 (b) Inventory management
 (c) Supply/demand planning
 (d) All of the above
27. Logistical activities typically include management of _____.
 (a) Inbound goods (b) Outbound goods
 (c) Transportation (d) All of the above
28. Supply Chain Management may be defined as the process of _____ the operations of the supply chain with the purpose of satisfying the customer's requirement as efficiently as possible.
 (a) Planning (b) Implementing
 (c) Controlling (d) All of the above
29. _____ means the purchasing of parts, components, or services.
 (a) Procurements (b) Operations
 (c) Distribution (d) Integration
30. _____ must ensure that the right items are delivered in the exact quantities at the correct location on the specified time schedule at minimal cost.
 (a) Operations (b) Distribution
 (c) Procurements (d) Integration
31. _____ ensures having raw materials, parts, components, assemblies, or services from suppliers, the firm must transform them and produce the products or the services that meet the needs of its consumers.
 (a) Procurements (b) Distribution
 (c) Integration (d) Operations
32. _____ involves several activities—transportation (logistics), warehousing, and customer relationship management (CRM).
 (a) Procurements (b) Distribution
 (c) Operations (d) Integration
33. Distribution involves which of the following activities?
 (a) Transportation (logistics)
 (b) Warehousing
 (c) Customer relationship management (CRM)
 (d) All of the above
34. _____ is critical because it is necessary that all participants in the service chain recognize the entirety of the service chain.
 (a) Procurements (b) Operations
 (c) Integration (d) Distribution

HUMAN RESOURCE MANAGEMENT (HRM)

35. A _____ is a software application that combines many human resources functions, together with benefits administration, payroll, recruiting and training, and performance analysis and assessment into one parcel.
 (a) Customer Relationship Management (CRM)
 (b) Human Resource Management Systems (HRMS)

- (c) Supply Chain Management (SCM)
- (d) Core Banking System (CBS)

36. _____ shapes an intersection between Human Resource Management (HRM) and Information Technology.

- (a) Human Resource Management Systems (HRMS)
- (b) Human Resource Information systems (HRIS)
- (c) HR Technology
- (d) All of the above

37. Human Resource Information Systems (HRIS) are designed to supports _____.

- (a) Planning to meet the personnel needs of the business.
- (b) Development of employees to their full potential.
- (c) Control of all personnel policies and programs.
- (d) All of the above

38. What are the benefits of Human Resource Management Systems (HRMS)?

- (a) Improves leadership development and succession.
- (b) Enhances data integrity within the enterprise.
- (c) ix. Enables to meet compliance and audit requirements.
- (d) All of the above

39. What are the benefits of Human Resource Management Systems (HRMS)?

- (a) Reduces HR administrative costs.
- (b) Increases employee engagement and satisfaction.
- (c) Ensures seamless flow of information between employees, supervisors, managers and administrators.
- (d) All of the above

40. What are the benefits of Human Resource Management Systems (HRMS)?

- (a) Bringing industry best practices to the HR functions.
- (b) HRMS lets you assess and utilize the human resource potential completely.
- (c) The solution increases the operational efficiency and productivity of the HR department.
- (d) All of the above

CORE BANKING SYSTEM

41. _____ is the structural network of institutions that offer financial services within a county.

- (a) HR system
- (b) Banking system
- (c) Political system
- (d) Accounting system

42. Which of the following is a member of the banking system?

- (a) Commercial banks
- (b) Investment banks
- (c) National central banks
- (d) All of the above

43. Which of the following facilities are offered by the core banking system?

- (a) Internet banking
- (b) Branch clearing facility for banking branch offices
- (c) Electronic fund Transfers or EFT
- (d) All of the above

44. Which of the following facilities are offered by the core banking system?

- (a) Automatic teller machine or ATM
- (b) Electronic fund Transfers or EFT
- (c) Tele-banking
- (d) All of the above

45. Core stands for _____.

- (a) Centralized Online Real-time Environment
- (b) Centralized Online Real-time Interference
- (c) Customer Online Real-time Environment
- (d) Centralized Online Real-time Environment

46. Which of the following is an elements of Core Banking System

- (a) Maintaining records for all the bank's transactions.
- (b) Processing payments and cheques
- (c) Making and servicing loans
- (d) All of the above

47. Which of the following is an elements of Core Banking System

- (a) Making and servicing loans
- (b) Opening new accounts
- (c) Processing cash deposits and withdrawals
- (d) All of the above

48. Which of the following is an elements of Core Banking System

- (a) Processing payments and cheques
- (b) Calculating interest

- (c) Customer relationship management (CRM) activities
(d) All of the above
- 49. Which of the following is an elements of Core Banking System**
- (a) Managing customer accounts
(b) Establishing criteria for minimum balances, interest rates, number of withdrawals allowed and so on
(c) Establishing interest rates and
(d) All of the above
- 50. Which of the following statement about CBS is true?**
- (a) It is defined as the set of basic software components that manage the services provided by a bank to its customers through its branches (branch network).
(b) It is the platform where communication technology and information technology are merged to suit core needs of banking
(c) It is the networking of branches, which enables Customers to operate their accounts, and avail banking services from any branch of the Bank on CBS network, regardless of where he maintains his account.
(d) All of the above
- 51. The platform where communication technology and information technology are merged to suit core needs of banking is called _____.**
- (a) Customer Relationship Management (CRM)
(b) Supply Chain Management (SCM)
(c) Enterprise Resource Planning (ERP)
(d) Core Banking System (CBS)
- 52. Which of the following is a banking product?**
- (a) Infosys' Finacle
(b) Nucleus FinnOne
(c) Oracle's Flexcube
(d) All of the above
- 53. _____ is a system of collection, storage and processing of financial and accounting data that is used by decision makers.**
- (a) Customer Relationship Management (CRM)
(b) Accounting Information System (AIS)
(c) Supply Chain Management (SCM)
(d) Core Banking System (CBS)
- 54. _____ is generally a computer-based method for tracking accounting activity in conjunction with information technology resources.**
- (a) Customer Relationship Management (CRM)
(b) Supply Chain Management (SCM)
(c) Accounting Information System (AIS)
(d) Core Banking System (CBS)
- 55. _____ is a unified structure that employs physical resources and components to transform economic data into accounting information for external and internal users.**
- (a) Accounting Information System (AIS)
(b) Customer Relationship Management (CRM)
(c) Supply Chain Management (SCM)
(d) Core Banking System (CBS)
- 56. _____ collects, processes and reports information related to the financial aspects of business events.**
- (a) Customer Relationship Management (CRM)
(b) Supply Chain Management (SCM)
(c) Accounting Information System (AIS)
(d) Core Banking System (CBS)
- 57. _____ is a system of collection, storage and processing of financial and accounting data that is used by decision-makers.**
- (a) Customer Relationship Management (CRM)
(b) Accounting Information System (AIS)
(c) Supply Chain Management (SCM)
(d) Core Banking System (CBS)
- 58. _____ are a system that brings together, records, stores, and processes data to fabricate information for decision makers.**
- (a) Accounting Information System (AIS)
(b) Customer Relationship Management (CRM)
(c) Supply Chain Management (SCM)
(d) Core Banking System (CBS)
- 59. What are the components of Accounting Information System (AIS)?**
- (a) Software
(b) Information Technology Infrastructure
(c) Internal Controls
(d) All of the above
- 60. What are the components of Accounting Information System (AIS)?**
- (a) People
(b) Procedure and Instructions
(c) Data
(d) All of the above

ACCOUNTING INFORMATION SYSTEM (AIS)

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- (a) People
(b) Procedure and Instructions
(c) Data
(d) All of the above

ARTIFICIAL INTELLIGENCE (AI)

61. _____ is the effort to develop computer-based systems that can behave like humans, with the ability to learn languages, accomplish physical tasks, use a perceptual apparatus, and emulate human expertise and decision making.
- Business Intelligence (BI)
 - Artificial Intelligence (AI)
 - Expert system
 - All of the above
62. _____ is the delivery of accurate, useful information to the appropriate decision makers within the necessary time frame to support effective decision making for business processes.
- Business Intelligence (BI)
 - Artificial Intelligence (AI)
 - Expert system
 - All of the above
63. BI is essentially _____ business insights, and the work processes and technologies used to obtain them.
- Timely
 - Accurate
 - high-value and actionable
 - all of the above
64. Business Intelligence tools are a type of software that is designed to _____ data.
- Retrieve
 - Analyse
 - Report
 - All of the above
65. Which of the following statements of BI is true?
- Business Intelligence tools are a type of software that is designed to retrieve, analyse and report data.
 - BI tools are standalone tools or suites of tools that are targeted to a specific industry that implement a particular BI technique.
 - Business Intelligence tools are software programs and features that are used to complete detailed data analysis.
 - All of the above

EXPERT SYSTEM

66. _____ is a knowledge-based information system that uses its knowledge about a specific, complex application area to act as an expert consultant to end users.
- Management Information System
 - Office Information System
 - Expert system
 - Decision Support System
67. Expert System can be _____ for providing problem solution or advice.
- Example based
 - Rule based
 - Frame based
 - All of the above
68. The _____ level expert system draws the user's attention on the problem area.
- Assistant
 - Colleague
 - True
 - All of the above
69. The _____ level expert system discusses the problem with the user to arrive at an agreement
- Assistant
 - Colleague
 - True
 - All of the above
70. While using the _____ level expert system, the user accepts the solution without any questions.
- Assistant
 - Colleague
 - True
 - All of the above
71. _____ allows the user to design, create, update, use and communicate with the expert system.
- Inference engine
 - User interface
 - Explanation facility
 - Knowledge base
72. _____ contains the basic logic and reasoning part of the system to arrive at solution for problem provided by user by matching the problem solution from knowledge base.
- User interface
 - Explanation facility
 - Knowledge base
 - Inference engine
73. Explanation of logic used to arrive at its conclusion is given at _____.
- User interface
 - Inference engine
 - Explanation facility
 - Knowledge base

74. _____ includes the data, knowledge, Relationship, and decision rules used by experts to solve a particular type of problem.
- Knowledge base
 - User interface
 - Inference engine
 - Explanation facility
75. _____ is the computer equivalent of all the knowledge and insight that an expert or a group of experts develop through years of experience in their field.
- User interface
 - Knowledge base
 - Inference engine
 - Explanation facility
76. _____ is used for building knowledge base of an expert system.
- User interface
 - Inference engine
 - Explanation facility
 - Knowledge Acquisition facility
77. _____ is used by programmer for collecting and organizing knowledge and expertise of human experts in the knowledge base.
- Knowledge Acquisition facility
 - User interface
 - Inference engine
 - Explanation facility
78. In _____ system, developers enter the case facts and results.
- Example-based
 - Rule-based
 - Frame based
 - All of the above
79. _____ system is created by storing data and decision rules as if-then rules.
- Example-based
 - Rule-based
 - Frame based
 - All of the above
80. _____ are appropriate when a history of cases is unavailable or when a body of knowledge can be structured within a set of general rules.
- Example-based
 - Rule-based
 - Frame based
 - All of the above
81. _____ systems organize all the information (data, description, rules etc.) about a topic into logical units called frames, which are similar to linked records in data files.
- Example-based
 - Rule-based
 - Frame based
 - All of the above

BUSINESS INTELLIGENCE

82. Which of the following business tools involve using the data warehouse to get response to the query: "Tell me what happened".
- Dashboard
 - Simple reporting and querying
 - Scoreboard
 - Data mining
83. A _____ has a graphical list of specific, attainable strategic milestones, combined with metrics that serve as benchmarks.
- Scorecard
 - Dashboard
 - Data mining
 - OLTP
84. _____ involves data analysis for discovering useful patterns that are "hidden" in large volume of diverse data.
- Scorecard
 - Data mining
 - Dashboard
 - OLTP
85. _____ is a process of delivering business intelligence (BI) or information about business operations as they occur.
- OLTP
 - OLAP
 - Real-time Business Intelligence
 - Operational Business Intelligence
86. Extract Transform Load (ETL) is a part of _____.
- Business Reporting
 - Inventory Accounting
 - Financial Accounting
 - Payroll Accounting
87. OLAP stands for _____.
- Offline Analytical Processing
 - Online Analytical Processing
 - Online Analytical Product
 - Offline Analytical Product
88. _____ is a BI tool capability that relates geographic contexts to business data.
- Scorecard
 - Dashboard
 - Location intelligence
 - OLAP
89. Business reports are routinely assigned to _____.
- Accomplish conclusions about a trouble or issue.
 - Demonstrate short and apparent communication skills.

- (c) Endow with recommendations for upcoming accomplishing.
- (d) All of the above

90. Business reports are routinely assigned to _____.

- (a) Exhibit our analytical, reasoning, and evaluation skills in identifying and weighing-up potential solutions and outcomes.
- (b) Pertain business and management theory to a practical situation.
- (c) Scrutinize obtainable and potential solutions to a problem, situation, or question.
- (d) All of the above

91. What are the benefits for Micro-Businesses and Small to Medium Enterprises?

- (a) Paperless lodgement
- (b) Electronic record keeping
- (c) Pre-filled forms
- (d) All of the above

92. What are the benefits for Micro-Businesses and Small to Medium Enterprises?

- (a) Ease of sharing
- (b) Secure AUS-key authentication
- (c) Same-time validation
- (d) All of the above

IMPORTANCE OF ACCESS AND PRIVILEGE CONTROL

93. _____ consists of one or more processes to verify the identity of a subject attempting to access an object. However, it does not provide 100 percent assurance of the subject's identity.

- (a) Identity management
- (b) Authentication
- (c) Authorization
- (d) Accountability

94. _____ includes assigning and managing a subject's identity.

- (a) Authentication
- (b) Authorization
- (c) Accountability
- (d) Identity management

95. _____ is the process of verifying a subject's identity at the point of object access.

- (a) Identity management
- (b) Authentication
- (c) Authorization
- (d) Accountability

96. _____ identifies what systems, network resources, etc. a subject can access. Related processes also enforce least privilege, need-to-know, and separation of duties.

- (a) Identity management
- (b) Authentication
- (c) Authorization
- (d) Accountability

97. _____ refers to give only those privileges to a user account, which are essential to that user's work.

- (a) Rules-based Access Control (RAC)
- (b) Role-based Access Control (RBAC)
- (c) Principle of least privilege
- (d) All of the above

98. _____ states that, if a backup user does not need to install software; hence, the backup user should be given rights only to run backup and backup-related applications. Any other privileges, such as installing new software, should be blocked.

- (a) Principle of least privilege
- (b) Rules-based Access Control (RAC)
- (c) Role-based Access Control (RBAC)
- (d) All of the above

ELECTRONIC FUND TRANSFER

99. EFT stands for _____.

- (a) Electronic finance transfer
- (b) Electronic fund transfer
- (c) Electronic fund transmission
- (d) Electronic finance transmission

PAYMENT MECHANISM

100. _____ allows the cardholder to pay for goods and services based on the holder's promise to pay for them.

- (a) Debit card
- (b) Mobile banking
- (c) Credit card
- (d) Internet banking

101. _____ is a form of payment made via the internet that is designed to perform the same function as a conventional paper Cheque.

- (a) National Electronic Fund Transfer (NEFT)
- (b) Immediate Payment Service (IMPS)
- (c) Real Time Gross Settlement (RTGS)
- (d) Electronic Cheque

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6

Business Process Automation through Application Software

Multiple Choice Questions (MCQs)

INTRODUCTION

1. Which of the following cases are examples of automation?
 - (a) The newspaper delivery boy has used Google maps to chart his/her path to our house.
 - (b) At petrol pumps, automated machines which fill car's tank and generate computerized bills.
 - (c) Mother Dairy uses high degree of technology to ensure that we get the freshest milk.
 - (d) All of the above

TYPES OF BUSINESS APPLICATIONS

2. In _____, the data is first collected and then all the collected data is processed in one go.
 - (a) Online processing
 - (b) Real-time processing
 - (c) Batch processing
 - (d) None of the above
3. In _____, the data is processed immediately while it is entered, the user usually only has to wait a short time for a response.
 - (a) Batch processing
 - (b) Online processing
 - (c) Real-time processing
 - (d) None of the above
4. In _____, input is continuously, automatically acquired from sensors, for example, which is processed immediately in order to respond to the input in as little time as possible.
 - (a) Real-time processing
 - (b) Batch processing
 - (c) Online processing
 - (d) None of the above

Business Process Automation (BPA)

5. _____ is a set of activities or strategies to automate business processes so as to bring benefit to enterprise in terms of cost, time and effort.
 - (a) Business Process Automation (BPA)
 - (b) Business Process Reprocessing
 - (c) Business Process Re-engineering (BPR)
 - (d) Business Process Affirmation
6. A BPA programme should ensure that data is only available to persons who have right to see the same. Which of the following feature of BPA is highlighted in the above phrases?
 - (a) Integrity
 - (b) Availability
 - (c) Confidentiality
 - (d) Timeliness
7. A BPA programme should ensure that no unauthorized amendments can be made in the data. Which of the following feature of BPA is highlighted in the above phrases?
 - (a) Integrity
 - (b) Confidentiality
 - (c) Availability
 - (d) Timeliness
8. A BPA programme should ensure that data is available when asked for. Which of the following feature of BPA is highlighted in the above phrases?
 - (a) Confidentiality
 - (b) Integrity
 - (c) Timeliness
 - (d) Availability
9. A BPA programme should ensure that data is made available in at the right time. Which of the following feature of BPA is highlighted in the above phrases?
 - (a) Confidentiality
 - (b) Timeliness
 - (c) Integrity
 - (d) Availability
10. Which of the following is a benefits of BPA?
 - (a) Business Process Automation (BPA) is a set of activities or strategies to automate business processes so as to bring benefit to enterprise in terms of cost, time and effort."

- (b) It consists of integrating applications, restructuring labour resources and using software applications throughout the organization.
- (c) BPA increases productivity by automating key business processes through computing technology.
- (d) All of the above

11. The process of _____ enables the ability to bring tasks that exist across multiple computers and different business departments or branches under one umbrella that is the business process itself.

- (a) Integration (b) Automation
- (c) Orchestration (d) All of the above

STEPS IN IMPLEMENTING BPA

12. Which of the following consideration is treated as a return on investment (ROI) on BPA?

- (a) Cost Savings, being clearly computed and demonstrated.
- (b) Savings in employee salary by not having to replace those due to attrition.
- (c) The cost of space regained from paper, file cabinets, reduced.
- (d) All of the above

13. Which of the following consideration is treated as a return on investment (ROI) on BPA?

- (a) Eliminating fines to be paid by the entity with timely carrying out of process. (Due to delays being avoided.)
- (b) Reducing the cost of audits and lawsuits.
- (c) Taking advantage of early payment discounts and eliminating duplicate payments.
- (d) All of the above

14. Which of the following consideration is treated as a return on investment (ROI) on BPA?

- (a) Ensuring complete documentation for all new accounts.
- (b) New revenue generation opportunities.
- (c) Collecting accounts receivable faster and improving cash flow.
- (d) All of the above

15. Which of the following consideration is treated as a return on investment (ROI) on BPA?

- (a) Building business by providing superior levels of customer service.

- (b) Charging for instant access to records. (Example: Public information, student transcripts, medical records)
- (c) Cost Savings, being clearly computed and demonstrated.
- (d) All of the above

16. VTAS Ltd wants to implement BPA in its business. Which of the following benefits justify the implementations?

- (a) Reducing the cost of audits and lawsuits.
- (b) Taking advantage of early payment discounts and eliminating duplicate payments.
- (c) New revenue generation opportunities.
- (d) All of the above

17. Arrange the following steps of the implementation of BPA in the correct order:

- i. Define why we plan to implement BPA
 - ii. Document the process, we wish to automate
 - iii. Development of BPA
 - iv. Testing the BPA
 - v. Defined the goals or objectives to be achieved by implementing BPA
 - vi. Understand the regulation /rules which it needs to comply with
 - vii. Calculate the ROI of project
 - viii. Engage a business process consultant
- Arrange the above in the correct order:

- (a) i, ii, iii, iv, v, vi, vii and viii
- (b) i, ii, vi, vii iii, iv, v, and viii
- (c) i, vi, ii, v, viii, vii, iii and iv
- (d) i, v, ii, iii, iv, vi, vii and viii

18. There are thousands of processes across the world for which entities have gone for BPA and reaped numerous benefits. These include _____.

- (a) Tracking movement of goods
- (b) Sales order processing
- (c) Customer services departments
- (d) All of the above

19. There are thousands of processes across the world for which entities have gone for BPA and reaped numerous benefits. These include _____.

- (a) Inventory management
- (b) Employee Management System
- (c) Asset tracking systems.
- (d) All of the above

20. Goals must be clearly defined. It means they shall be _____

- (a) Measurable (b) Attainable
(c) Relevant (d) Specific

21. Goals must be easily quantifiable in monetary terms. It means they shall be _____.

- (a) Measurable (b) Specific
(c) Attainable (d) Relevant

22. Goals must be Achievable through best efforts. It means they shall be _____

- (a) Specific (b) Measurable
(c) Attainable (d) Relevant

23. Goals shall be set as per the needs of the entity. It means they shall be _____.

- (a) Specific (b) Relevant
(c) Measurable (d) Attainable

24. Goals must be achieved within a given time frame. It means they shall be _____

- (a) Specific (b) Measurable
(c) Attainable (d) Timely

25. Mr. Vishal Sarangi, the Manager (sales) of OTC Ltd., has set a goal of achieving the sales of 1 lakh units in the quarter of July- September. Its previous records state that in the current production capacity and capital availability the sale cannot be more than 40,000 units at full utilization of the company's resources. So, thereby the above goal cannot be achieved with the current production capacity and available resources. Which of the following feature of an optimum goal is lacking in the above case?

- (a) Specific (b) Measurable
(c) Attainable (d) Timely

26. The managers of Prathama Ltd., desired to produce 5 lakh units of ice cream cups and cones and sell it in the month of July. Its current production capacity is of 7 lakh units with available resources and capital. On 15th July, the workers of Prathama Ltd. went on strike for five days because of this the above budgeted sale level was achieved in the first week of August. Which of the following feature lacked in the attainment of the above set goal?

- (a) Specific (b) Measurable
(c) Attainable (d) Timeliness

MANUAL INFORMATION PROCESSING CYCLE

27. The production manager of ENT enterprises instructed its workers to produce paper cups to the best of their abilities. Which of the following feature is lacking in the above objective?

- (a) Specific (b) Measurable
(c) Attainable (d) Timeliness

28. _____ means entering data into the computer.

- (a) Input (b) Processing
(c) Storage (d) Output

29. _____ means performing operations on the data.

- (a) Input (b) Storage
(c) Output (d) Processing

30. _____ means saving data, programs and outputs for future use.

- (a) Input (b) Storage
(c) Processing (d) Output

31. _____ means presenting information in the form of Report.

- (a) Input (b) Processing
(c) Output (d) Storage

32. _____ ensures that all transactions are approved by responsible personnel in accordance with their specific or general authority before the transaction is recorded.

- (a) Authorization (b) Completeness
(c) Accuracy (d) Validity

DELIVERY CHANNELS

33. _____ refers to the mode through which information or products are delivered to users.

- (a) Processing cycle (b) Delivery channel
(c) Storage database (d) Feedback channels

CONTROLS IN BPA

34. _____ ensures that all transactions are approved by responsible personnel in accordance with their specific or general authority before the transaction is recorded.

- (a) Authorisation (b) Completeness
(c) Accuracy (d) Error handling

35. _____ ensures that no valid transactions have been omitted from the accounting records.
 (a) Authorization (b) Completeness
 (c) Accuracy (d) Validity
36. _____ ensures that all valid transactions are accurate, consistent with the originating transaction data, and information is recorded in a timely manner.
 (a) Authorization (b) Completeness
 (c) Accuracy (d) Validity
37. _____ ensures that all recorded transactions fairly represent the economic events that actually occurred, are lawful in nature, and have been executed in accordance with management's general authorization.
 (a) Validity (b) Authorization
 (c) Completeness (d) Accuracy
38. _____ ensures that access to physical assets and information systems are controlled and properly restricted to authorized personnel.
 (a) Physical Safeguards and Security
 (b) Error Handling
 (c) Completeness
 (d) Segregation of Duties
39. _____ ensures that errors detected at any stage of processing receive prompts corrective action and are reported to the appropriate level of management.
 (a) Physical Safeguards and Security
 (b) Error Handling
 (c) Completeness
 (d) Segregation of Duties
40. _____ ensures that duties are assigned to individuals in a manner that ensures that no one individual can control both the recording function and the procedures relative to processing a transaction.
 (a) Physical Safeguards and Security
 (b) Error Handling
 (c) Completeness
 (d) Segregation of Duties
41. _____ controls over the managerial functions that must be performed to ensure the development, implementation, operation and maintenance of information systems in a planned and controlled manner in an organization.
 (a) Application (b) Managerial
 (c) Corrosive (d) Preventive
42. _____ are the controls on the sequence of processing events.
 (a) Application (b) Managerial
 (c) Corrosive (d) Preventive
43. _____ cover all phases of data right from data origination to its final disposal.
 (a) Managerial (b) Corrosive
 (c) Application (d) Preventive
44. _____ cover transactions as they recorded in each stage of processing into master, parameter and transaction files and include controls relating to transmission and distribution of output through display, electronic media or printed reports.
 (a) Managerial (b) Corrosive
 (c) Preventive (d) Application
45. _____ comprises the components that establish the interface between the user and the system.
 (a) Input (b) Communication
 (c) Boundary (d) Processing
46. _____ comprises the components that capture, prepare, and enter commands and data into the system.
 (a) Boundary (b) Input
 (c) Communication (d) Processing
47. _____ comprises the components that transmit data among subsystems and systems.
 (a) Boundary (b) Input
 (c) Processing (d) Communication
48. _____ comprises the components that perform decision making, computation, classification, ordering, and summarization of data in the system.
 (a) Processing (b) Boundary
 (c) Input (d) Communication
49. _____ comprises the components that retrieve and present data to users of the system.
 (a) Boundary (b) Input
 (c) Output (d) Database

INFORMATION SYSTEM CONTROLS

50. _____ comprises the components that define, add, access, modify, and delete data in the system.

- (a) Boundary (b) Input
- (c) Output (d) Database

51. In which of the following the auditors evaluate systems development controls overall.

- (a) Concurrent audit
- (b) Post-implementation
- (c) General audit
- (d) None of the above

52. _____ focuses on individual program modules.

- (a) Unit Testing
- (b) Integration Testing
- (c) Whole-of-Program Testing
- (d) None of the above

53. _____ focuses in groups of program modules.

- (a) Unit Testing
- (b) Whole-of-Program Testing
- (c) Integration Testing
- (d) None of the above

54. _____ focuses on whole program.

- (a) Unit Testing
- (b) Integration Testing
- (c) Whole-of-Program Testing
- (d) None of the above

55. In _____ program errors are corrected.

- (a) Repair maintenance
- (b) Adaptive Maintenance
- (c) Perfective Maintenance
- (d) None of the above

56. In _____ the program is modified to meet changing user requirements.

- (a) Repair maintenance
- (b) Perfective Maintenance
- (c) Adaptive Maintenance
- (d) None of the above

57. In _____ the program is tuned to decrease the resource consumption.

- (a) Repair maintenance
- (b) Perfective Maintenance
- (c) Adaptive Maintenance
- (d) None of the above

58. _____ are responsible for the daily running of hardware and software facilities.

- (a) Data Resource Management Controls
- (b) Quality Assurance Management Controls
- (c) Security Management controls
- (d) Operations management controls

59. The system of internal control is said to be well designed and properly operated when _____.

- (a) All transactions are executed in accordance with management's general or specific authorization;
- (b) Assets are safeguarded from unauthorized access, use or disposition; and
- (c) The recorded assets are compared with the existing assets at reasonable intervals and appropriate action is taken with regard to any differences.
- (d) All of the above

TYPES OF APPLICATION CONTROLS

60. Controls in the boundary subsystem serves which of the following purposes?

- (a) To establish the identity and authenticity of would-be-users of a computer system;
- (b) To establish the identity and authenticity of computer-system resources that users wish to employ;
- (c) To restrict the actions undertaken by users who obtain computer resources to a set of authorized actions.
- (d) All of the above

61. _____ restrict use of computer system resources to authorized users, limit the actions authorized users can take with these resources, and ensure that users obtain only authentic computer system resources.

- (a) Access Controls
- (b) Cryptographic controls
- (c) Input controls
- (d) Communication controls

62. The _____ is similar to a password assigned to a user by an institution based on the user characteristics and encrypted using a cryptographic algorithm.

- (a) Digital Signatures
- (b) Personal Identification Number
- (c) Plastic cards
- (d) None of the above

63. In computer system, _____ establish the authenticity of persons and prevent the denial of messages or contracts when data is exchanged electronically.
- (a) Digital Signatures
 - (b) Personal Identification Number
 - (c) Plastic cards
 - (d) None of the above
64. _____ that are used to identify a user need to go through procedural controls like application for a card, preparation of the card, issue of the card, use of the card and return of the card or card termination phases.
- (a) Digital Signatures
 - (b) Personal Identification Number
 - (c) Plastic cards
 - (d) None of the above
65. In systems that use physical source documents to initiate transactions, careful control must be exercised over these instruments.
- (a) Source Document Control
 - (b) Data Coding Controls
 - (c) Batch Controls
 - (d) Validation Controls
66. _____ are put in place at locations where batch processing is being used.
- (a) Source Document Control
 - (b) Data Coding Controls
 - (c) Batch Controls
 - (d) Validation Controls
67. _____ is where there is a time gap between occurrence and recording of transactions, that is, transactions are not recorded at the time of occurrence but are accumulated and a set (based on number/time) is processed.
- (a) Source Document Control
 - (b) Data Coding Controls
 - (c) Batch Controls
 - (d) Validation Controls
68. _____ validate the accuracy/correctness of input data.
- (a) Source Document Control
 - (b) Data Coding Controls
 - (c) Batch Controls
 - (d) Validation Controls
69. _____ are intended to detect errors in transaction data before the data are processed.
- (a) Source Document Control
 - (b) Data Coding Controls
 - (c) Batch Controls
 - (d) Validation Controls
70. _____ involve Transmission Media, Communication Lines, Modems, Port Protection Devices, Multiplexors and Concentrators.
- (a) Physical Component Controls
 - (b) Line Error Controls
 - (c) Flow Controls
 - (d) Link Controls
71. Whenever data is transmitted over a communication line, it can be received in error because of attenuation, distortion, or noise that occurs on the line. Which of the following controls shall be implemented so as to prevent such errors?
- (a) Physical Component Controls
 - (b) Flow Controls
 - (c) Link Controls
 - (d) Line Error Controls
72. Which of the following is not way of Error Detection?
- (a) Parity Checking
 - (b) Cyclic Redundancy Checks (CRC)
 - (c) Loop Check
 - (d) Forward Error Correcting Codes
73. Which of the following can be used for error correction?
- (a) Parity Checking
 - (b) Cyclic Redundancy Checks (CRC)
 - (c) Loop Check
 - (d) Using backward Error Correction codes
74. _____ are needed because two nodes in a network can differ in terms of the rate at which they can send receive and process data.
- (a) Physical Component Controls
 - (b) Flow Controls
 - (c) Link Controls
 - (d) Line Error Controls

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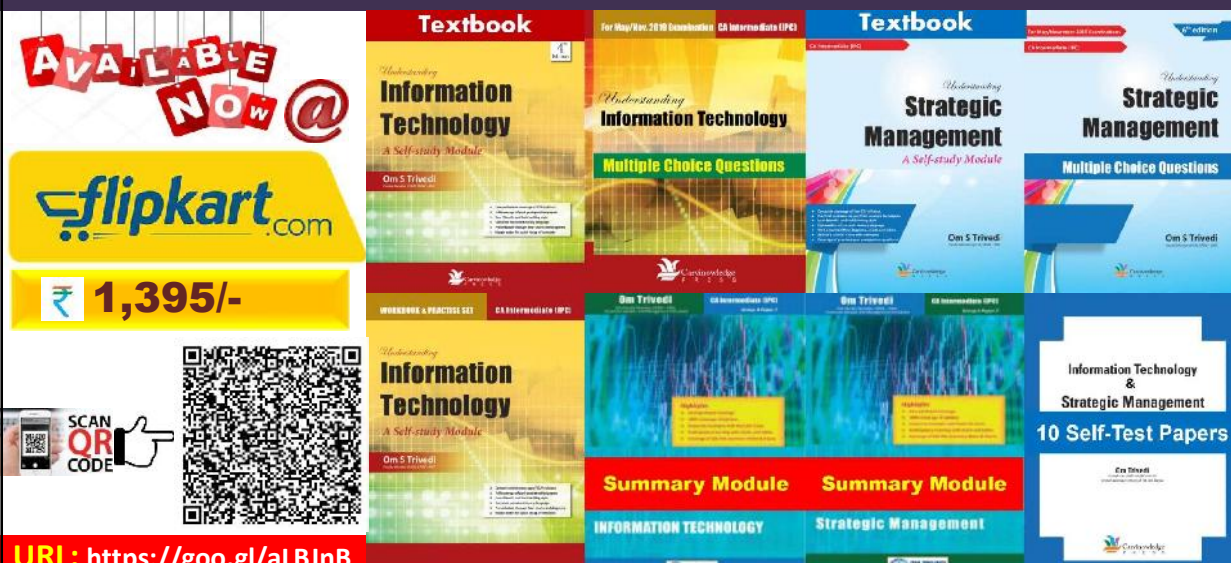
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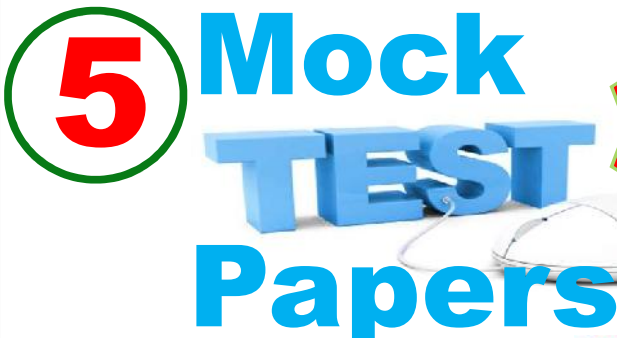
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