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The organizational structures are formulated in order to efficiently manage which of the following:

- Business Cost
- **Business Operations**
- Business Size

Elements that exist outside the boundary of the business (Organization) and have the potential to affect all or part of the organization called----------

- WTO
- Company Ordinance
- **Business Environment**
- Company Structure

The comparison of actual system with expected system is done with the help of control mechanism.

- False
- **True**

The study of business problem domain used to recommend improvements and specify the business Requirements for the solution is called:

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► Risk Analysis

► System Analysis

► System Design

► Risk Management

The First increment in incremental model is usually the core product which addresses the basic requirements of the system.

► True

► False

Which of the following design involves breaking up the logical design into units?

► Physical

► Logical

► None of above options

► Commercial

Which of the following is a form of automation where computers communicate work instructions directly to the manufacturing machinery?

► CAD

► CAM

► CIM

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Information that is outdated, inaccurate, or hard to understand has much less value.

► **True**

► False

Which of the following phase of decision making process involves selecting a course of action from those available?

► Design

► **Choice**

► Implementation

► Intelligence

There are TWO phases of the decision making process

► TRUE

► **FALSE**

MIS is the primary source for the managers to be aware of red-alerts.

► **TRUE**

► FALSE

Information quality checklist is the criteria to evaluate _____ of information.

► Size

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► **Quality**

► Need

Management is concerned with the day to day costs, production targets in ____

► Service sector

► **Manufacturing Sector**

► Trading sector

Organization is a group of elements that are integrated with the common purpose of achieving an object.

► True

► **False**

The system used to record the transactions of routine and repetitive nature is called as _____ .

► Support system

► Decision support system

► **Transaction control system**

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

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► BRP

► **MRP**

► CRP

Cost benefit analysis is must in choosing an alternative in a decision making model.

► False

► **True**

A system that is not connected with its environment is called ----------

► Closed system

► Open system

► Open loop system

_____ sources are used, which simplify the process of finding the proximity Literature.

► **Secondary**

► Primary

► Tertiary

An information system that automatically generates report on regular basis and are not used to monitor input or activities is called

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► **Open loop system**

► Closed loop system

► Closed end System

Procedures are organized in a ----------manner to form systems

► **Logical**

► Physical

► Hybrid

Business is a system where management decisions are influenced by or have an influence on suppliers, customers, society as a whole.

► **True**

► False

---------infrastructure consists of the physical facilities services and management that support all computing resources in an organization

► **Information**

► Decision

► Management

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The term information architecture describes a specialized ---------- which relates to the management of information and employment of informational tools.

▶ **Skill Set**

▶ Data Set

▶ Tool Set

An integrated man-machine system for providing information to support the operations, management and decision making functions in an organization called---- ------.

▶ DDS

▶ **MIS**

▶ IS

Which type of decision is one for which there may be several "right" answers and there is no precise way to get a right answer?

▶ Structured

▶ Unstructured

▶ Semi-Structured

In _____ style managers allow employees to take part in decision making.

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► Authoritative

► Mixed

► **Democratic**

Which of the following is a project management technique that divides complex projects into smaller, more easily managed segments or phases?

► **SDLC**

► System Design

► System Analysis

► Audit Trials

CRM software requires highly integrated environment for high Productivity, which is rarely available.

► **True**

► False

Which of the following helps in getting the right material and physical resources together at the right place and at the right time to meet the customer's requirements?

► BRP

► **MRP**

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▶ CRP

The procedures to follow when decision is needed can be specified in advance

▶ True

▶ False

Information products made more valuable by their attributes, characteristics, or qualities

▶ True

▶ False

In _____ decisions, problem is recurring and repetitive

▶ Unstructured

▶ **Structured**

▶ Semi structured

_____ is the raw data entered in the computer system.

▶ **Input element**

▶ Control Mechanism

▶ Output System

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A problem solving technique that decomposes a system into its component pieces for the purpose of studying, how well those component parts work and interact to accomplish their purpose is one of the definitions of system analysis.

► **True**

► False

System analysis creates the understanding and lays out the necessary relationships that will assist in defining a solution to the problem or the design of the proposed software that will meet the user needs.

► **True**

► False

Instead of Information, data is more important in day to day decision making.

► **True**

► **False**

Medium size organizations usually have simple management structure than those of small organizations.

► **False**

► **True**

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Organizational culture is the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the

- **Sector**
- **Country**
- **Organization**

The information from the system not used for control purpose called----------

- **Open loop system**
- **Closed loop system**
- **Open end System**

---------infrastructure consists of the physical facilities services and management that support all computing resources in an organization

- **Information**
- **Decision**
- **Management**

The turnaround time from the input of the transaction to the production for the output must be a few ----------

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► **Minutes or less**

► **Hours or less**

► **Seconds or less**

Accounts should have a control over various recording points in the entire process from procurement to finished good store room.

► **False**

► **True**

Which of the following views organization as a combination of process oriented groups whose information needs are related but Independent?

► **OIS**

► MIS

► EIS

► CBIS

Organizations are distinguished on the basis of _____

► Attributes

► Policy

► **Management**

Devaluation of currency is called _____

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► Interest rate

► **Inflation**

► Markup

_____ is not connected with environment.

► **Close system**

► Open system

► Closed Loop System

Incremental model combines the elements of the RAID model with the philosophy of prototyping.

► True

► **False**

Which of the following models are an approach for developing systems based on producing deliverables frequently/repetitively?

► **Iterative**

► Incremental

► RAID

► SDLC

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The spiral lifecycle model is a combination of the classic RAID model and aspects of risk analysis.

► True

► **False**

_____ models are three dimensional representation of an entity (Object/Process).

► **Physical**

► Narrative

► Graphical

There are five phases of decision making process.

► **True**

► False

System analysts work as a link between business people and computer programmers.

► **True**

► False

Decision support systems are designed to be ad hoc and quick-response systems which are initiated and controlled by decision makers.

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► TRUE

► FALSE

_____ is the set of interconnected structural elements that provide the framework for supporting the entire

► **Management System**

► **Infrastructure**

► **Decision Support System**

There are five phases of the decision making process, first one is intelligence.

► **True**

► **False**

Questions:

1. List any two tools used to implement TQM.

Answer: There are certain Graphical tools used to implement and promote TQM. For instance

<!--[if !supportLists]-->**1.** <!--[endif]-->**Histogram**

<!--[if !supportLists]-->**2.** <!--[endif]-->**Pareto Analysis**

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<!--[if !supportLists]-->**3.** <!--[endif]-->**Cause & Effect Diagram**

2. Identify the basic function and responsibilities of a system analyst.

Answer: Systems analysts work as a link between Business people, & Computer Programmers. Functions of system analysis: At least one person should have a detailed knowledge of

1-The organization

2. How current system operates

3. Information needs of the system

4. Defects in the existing system

3. Define basic goals of Computer Integrated Manufacturing (CIM) .

CIM has three basic goals

• Simplification of all manufacturing technologies and techniques

• Automation of as many of the manufacturing processes as possible by integration of many information technologies.

• Integration and coordination of all the manufacturing aspects through computer hardware and software

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4. Define different models of SDLC?

Answer:

Models of System development life cycle:

Waterfall model / Classic lifecycle/ Linear Sequential Model:

The waterfall model is a software development model (a process for the creation of software) in which development is seen as flowing steadily downwards (like a waterfall) through the various phases

Incremental Models:

In incremental models, software is built not written. Software is constructed step by step in the same way a building is constructed. The products is designed, implemented, integrated and tested as a series of incremental builds, where a build consists of code pieces from various modules interacting together to provide a specific functional capability and testable as a whole.

Iterative Models:

In these models customer feed back is taken at each phase and project is modified accordingly – if need be. Prototypes are used in these models.

5. Differentiate between Empire Building and Garbage Can Model.

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Answer :

Garbage Can Model

This model states that organizations are not rational. Decisions made are largely on accidental basis. Hence wrong solutions may be applied to wrong problems in an organization and critical mistakes may occur.

Information systems should be designed to support and assist in relevant decision making, instead of making unrelated and wrong decisions.

Empire Building

Empire building is a business term that refers to a common problem in larger organizations, in which managers attempt to gather more administrative and financial power. Power can only be shared in an organization with key employees in terms of their responsibilities & functions. Such employees are the key players in the decision making process. Hence decisions taken in an organization are a result of collective efforts of the leaders involved. This model is also termed as Political Model.

6. What is information System?

Interrelated components working together to collect, process, store and disseminate information to support decision making, coordination control, analysis and visualization in an organization.

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7. Enlist the categories of the Support system

Support systems can be classified into two categories

- Office automation systems
- Decision support systems

8. What is an Office Automation System?

Office Automation Systems

Office automation system includes formal and informal electronic systems primarily concerned with the communication of information to and from persons both inside and outside the firm. It supports data workers in an organization.

For Instance

- Word processing
- Desktop publishing
- Imaging & Web publishing
- Electronic calendars – manager's appt. calendars
- Email

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• Audio & video conferencing – establishing communication between geographically dispersed persons.

9. What do you understand by ERD? Define briefly

Entity Relationship Diagram

"The entity-relationship diagram (ERD) is a data model or diagram for high-level descriptions of conceptual data model, and it provides a graphical notation for representing such data models in the form of entity-relationship diagrams."

10. Differentiate between the following

Computer Aided Design and Computer Aided Manufacturing

Computer Aided Design (CAD)

“It is a system that enables drawings to be constructed on a computer screen and subsequently stored, manipulated and updated electronically.”

The ability to rotate or create movement in the design allows testing for clearances and frequently reduces the cost of prototyping the products. The technology is used for a wide variety of products in such fields as architecture, electronics, and aerospace, naval, and automotive engineering. Although CAD systems originally merely automated drafting, they now usually include three-

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dimensional modeling and computer simulated operation of the model. Rather than having to build prototypes and change components to determine the effects of tolerance ranges, engineers can use computers to simulate operation to determine loads and stresses. For example, an automobile manufacturer might use CAD to calculate the wind drag on several new car-body designs without having to build physical models of each one. In microelectronics, as devices have become smaller and more complex, CAD has become an especially important technology.

Among the benefits of such systems are lower product-development costs and a greatly shortened design cycle. While less expensive CAD systems running on personal computers have become available for do-ityourself home remodeling and simple drafting, state-of-the-art CAD systems running on workstations and mainframe computers are increasingly integrated with computer-aided manufacturing systems.

13.13 Computer Aided Manufacturing (CAM)

Computer-aided manufacturing (CAM) is a form of automation where computers communicate work instructions directly to the manufacturing machinery. The technology evolved from the numerically controlled machines of the 1950s, which were directed by a set of coded instructions contained in a punched paper tape. Today a single computer can control banks of robotic milling machines, lathes, welding machines, and other tools, moving the product from machine to machine

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as each step in the manufacturing process is completed. Such systems allow easy, fast reprogramming from the computer, permitting quick implementation of design changes. The most advanced systems, which are often integrated with computer-aided design systems, can also manage such tasks as parts ordering, scheduling, and tool replacement.

It is a system that uses computer aided techniques to control production facility. Some of these techniques are o Computer-aided process planning – Use of computer to control activities and functions to prepare a detailed set of plans and instructions to produce a machine or part. – Machines o Computerised Numerical control (CNC) – refers specifically to the computer control of machine tools for the purpose of (repeatedly) manufacturing complex parts in metal as well as other materials. e.g. drills, wood routers use this technology. o Robotics programming – The science or study of the technology associated with the design, fabrication, theory, and application of robots. – Automobile industry.

11. Discuss different phases of decision making process in detail

Phases of decision-making process are:

• **Intelligence** – searching for conditions in the environment that call for decisions

• **Design** – inventing, developing, and analyzing possible courses of action

• **Choice** – selecting a course of action from those available

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• **Implementation** – implementing the selected course of action

• **Monitoring** – checking the consequences of the decision made after implementation

The Intelligence Phase

Scan the environment to identify problem situations or opportunities. Conditions that call for decisions are

identified. Typical Activities include:

• **Country Risk based on following**

o Country credit rating

o Transparency

o Corruption

• **Facilities for one window operation (levels of bureaucracy)**

o SRO Culture

o Govt. Policy

o Law & Order

o Exchange rates

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For instance, international banks while entering into country make assessment of exposure and thus limit the maximum number of transactions the bank can undertake.

a) What are the possible advantages, disadvantages, and risks?

b) How much resources will be diverted from other activities?

c) When should we start? And so forth.

The Design Phase

Possible courses of actions are invented, developed, and analyzed.

Typical Activities include:

Select criteria for assessing the alternatives (e.g., ROI, market share, etc.)

• Create alternatives: invest now, invest later, do not invest

• Analyze levels and timing of investment

• Information flow for decision making

• Prepare a feasibility study

• How will the choice be made, by whom, and when?

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

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• Get information

• Final evaluation

• Sensitivity analysis

16.5 The Implementation Phase

Implement the selected course of action. Typical Activities include:

• Follow the implementation plan

• Deal with resistance to change and necessary approvals and authorizations

• Conduct training

• Transfer resources

12. What is the basic benefit of diagrammatic view of system?

Answer:

System Design

System design can be explained and presented in narrative form. **But the benefits of diagrammatic view cannot be understated. This helps to give a snapshot of what the entire system looks like. Various diagrammatic tools can be used while designing the system.**

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13. What are the information requirements for Strategic level in Accounting & financial Information Systems

14. List any three normative models of Choice Phase of decision making process.

Answer :

The Choice Phase

A course of action is selected out of the available alternatives as devised in the design phase. Typical Activities include:

- Get information
- Final evaluation
- Sensitivity analysis

15. Differentiate between Incremental and iterative models with the help of one example each.

Answer

Incremental vs. Iterative

These sound similar, and sometimes are equated but there is a subtle difference:

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• Incremental: add to the product at each phase

• Iterative: re-do the product at each phase

Example

Building a House

• Incremental: Starts with a modest house, keep adding rooms and upgrades to it.

• Iterative: The design/construction map of the house is amended and improved and repeated until all the requirements are fulfilled.

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