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UNIVERSITI TUN ABDUL RAZAK

FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	**MANAGEMENT INFORMATION SYSTEMS**
COURSE CODE	RMGT3213
DATE/DAY	19 FEBRUARY 2024 / MONDAY
TIME/DURATION	02:00 PM - 04:00 PM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 6 Printed Pages including front page)

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This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. **[60 MARKS]**

SECTION A **(20 Marks)**

There are TWENTY (20) questions in this part. Answer ALL questions in the answer booklet provided.

1. You would use a(n) _____ to determine which of your suppliers has the best and worst records for keeping to your production schedule.

   A. Management information systems (MIS)
   B. Transaction processing system (TPS)
   C. Executive support systems (ESS)
   D. Decision support systems (DSS)

2. Enterprise applications are software solutions designed to address specific business needs and streamline organizational _____.

   A. processes
   B. employees
   C. products
   D. customers

3. An extranet is a private network that allows organizations to share information and collaborate with external parties such as suppliers, customers, and partners, extending access beyond the _____.

   A. Organization's internal network
   B. Local area network (LAN)
   C. Wide area network (WAN)
   D. Intranet

4. Which component of a Customer Relationship Management (CRM) system is designed to help businesses track and manage interactions with current and potential customers?

   A. Marketing Automation.
   B. Sales Force Automation.
   C. Customer Support.
   D. Inventory Management.

5. According to Moore's Law, what does it predict about microprocessing power over time?

   A. Microprocessing power will decrease exponentially.
   B. Microprocessing power will remain constant.
   C. Microprocessing power will double approximately every two years.
   D. Microprocessing power will increase linearly.

6. The Law of Mass Digital Storage states that the cost of digital storage _____ as the amount of stored data increases.
   A. decreases
   B. increases
   C. stays constant
   D. fluctuates

7. Which operating system is known for its open-source nature and is widely used in server environments?

   A. MacOS.
   B. Windows.
   C. Linux.
   D. Unix.

8. Grid computing is a form of distributed computing that utilizes the resources of interconnected computers to solve complex problems, enabling the sharing of computing power, storage, and _____.

   A. software
   B. network bandwidth
   C. memory
   D. processing capabilities

9. How does convergence impact communication efficiency in organizations?

   A. Increasing silos and barriers between communication channels.
   B. Centralizing communication services, reducing complexity, and enhancing efficiency.
   C. Slowing down data transmission speeds.
   D. Focusing solely on individual communication modes.

10. Which networking component is responsible for forwarding data packets between different networks in a computer network?

    A. Router.
    B. Switch.
    C. Hub.
    D. Modem.

11. What is a key characteristic of client/server computing architecture?

    A. Centralized distribution of processing tasks between clients and servers.
    B. Random allocation of computing resources.
    C. Exclusive reliance on standalone computers.
    D. Synchronous communication between clients.

12. What Internet service is used for the secure transfer of files between computers over a network?

    A. HTTPS (Hypertext Transfer Protocol Secure).
    B. FTP (File Transfer Protocol).
    C. SMTP (Simple Mail Transfer Protocol).
    D. POP3 (Post Office Protocol 3).

13. What is a common vulnerability associated with outdated and unpatched software on the Internet?

    A. Strong security measures.
    B. Reduced risk of cyber-attacks.
    C. Vulnerability to exploits and malware.
    D. Improved user experience.

14. How does Email Spoofing contribute to malware propagation?

    A. Blocking all incoming emails.
    B. Disguising malicious emails as legitimate ones.
    C. Enhancing email filtering mechanisms.
    D. Encrypting email content.

15. What is a common method used in DDoS attacks to overwhelm a target's resources?

    A. Installing antivirus software.
    B. Encrypting data.
    C. Sending a massive volume of traffic to the target.
    D. Implementing strong firewalls.

16. Firewalls contribute to safeguarding information resources by controlling and monitoring incoming and outgoing network traffic based on predetermined security _____.

    A. guidelines
    B. protocols
    C. rules
    D. algorithms

17. What unique feature of the Internet and Web allows businesses to be accessible from anywhere and at any time, transcending geographical boundaries?

    A. Richness.
    B. Interactivity.
    C. Ubiquity.
    D. Personalization.

18. What does richness encompass in the context of the Internet and Web as commercial mediums?

    A. Limited content options.
    B. Interactive and multimedia elements.
    C. Sparse information presentation.
    D. Monochromatic design.

19. Information density in the context of information technology refers to the amount of information that can be delivered and processed in a given unit of time, or _____.

    A. space
    B. resources
    C. complexity
    D. accessibility

20. What is a characteristic feature of digital goods in terms of distribution?

    A. Limited availability.
    B. Physical shipment.
    C. Instant delivery over electronic networks.
    D. Exclusive pricing.

SECTION B   (40 Marks)

There are FOUR (4) questions in this part. Answer ALL questions in the answer booklet.

1. Describe **FIVE (5)** infrastructure components in modern information technology.

    (10 marks)

2. Discover **FIVE (5)** roles of Local Area Networks (LANs) in facilitating applications within organizational settings.   (10 marks)

3. Explain **FIVE (5)** significance of Two-Factor Authentication in enhancing cybersecurity.

    (10 marks)

4. Discover **FIVE (5)** opportunities for selling digital goods in e-commerce.   (10 marks)

*** **END OF QUESTION PAPER** ***