

THE ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA
INTERMEDIATE EXAMINATION – JANUARY 2012

(55) INFORMATION MANAGEMENT & APPLICATION IN BUSINESS

Time: 03 hours

28-01-2012
 Afternoon
 [2.00 – 5.00]

• **Instructions to candidates:**

- (1) *This paper consists of two (02) Sections A & B.*
- (2) **Five (05) questions should be answered as follows:**
- **Question No.01 of Section A**
 - **Any four (04) questions from Section B**
- (3) **Answers should be in one language, in the medium applied for, in the booklets provided.**
- (4) **100 Marks.**

No. of Pages : 06
 No. of Questions : 07

SECTION - A

Multiple Choice Questions
 Answer all questions of this Section
 40 marks

01. Select from (1), (2), (3), (4) the **most correct** answer to each of the following questions. Write the number of the selected answer in your answer booklet with the English letter assigned to the question.

(A) Information within an Organization can be categorized into several levels. Of the following what is **not** suitable for categorisation into such levels?

- | | |
|------------------------------|---------------------------|
| (1) Strategic Information. | (2) Tactical Information. |
| (3) Operational Information. | (4) Process Information. |

(B) Which of the following is a good example for a Transaction Processing System?

- | | |
|---------------------------|---------------------------|
| (1) Stock Control System. | (2) Spreadsheet Software. |
| (3) Operating System. | (4) Web Browser. |

(C) Which of the following is **not** a property of Good Information?

- | | |
|---------------------------|-----------------------------------|
| (1) Relevant to its need. | (2) Meets the needs of end users. |
| (3) Accuracy. | (4) Ability to be encrypted. |

(D) ESS is a type of information system which may be used in an Organisation. ESS refers to an:

- | | |
|--------------------------------|----------------------------|
| (1) Electronic Support System. | (2) Expert Support System. |
| (3) Executive Support System. | (4) Expert System Support. |

- (E) 2 Kilo Bytes is equivalent to:
- (1) 2,048 Mega Bits.
 - (2) 2,048 Kilo Bits.
 - (3) 2,048 Bits.
 - (4) 2,048 Bytes.
- (F) A student is attempting to copy a photograph which is in his camera phone into his personal computer. Which of the following method can be used to complete this task effectively?
- (1) Scan the Phone using a Flatbed Scanner.
 - (2) Connect the phone to the Computer using a Compatible Cable such as USB and transfer the file.
 - (3) Take a photograph of the phone image using a PC Web Camera.
 - (4) Save the photograph to My Data Folder of the Phone.
- (G) A GSM Phone Subscriber Identification Module (SIM) Card is an example for:
- (1) A Smart Card.
 - (2) A Magnetic Strip Card.
 - (3) A Barcode Card.
 - (4) An Optical Card.
- (H) The Computer Language “Assembly” is an example for:
- (1) High Level Language.
 - (2) Machine Code.
 - (3) Low Level Language.
 - (4) Scripting Language.
- (I) Tables, Records and Fields are features pertaining to which of the following Application Software?
- (1) Database Management Software.
 - (2) Word Processing Software.
 - (3) Spreadsheet Software.
 - (4) Presentation Software.
- (J) The latest version of Microsoft Windows range of Operating Systems used on personal Computer is known as:
- (1) Windows 2011.
 - (2) Windows Mobile.
 - (3) Windows 7.
 - (4) Windows Vista.

- (K) Which of the following is an example for an Accounting Software used today?
- (1) Microsoft Outlook.
 - (2) QuickBooks.
 - (3) Coral-Draw.
 - (4) Adobe Flash.
- (L) Google Chrome is an example for Software used for which of the following tasks?
- (1) Writing data to a CD.
 - (2) Web Browsing.
 - (3) Arranging Accounting Information in an Organisation.
 - (4) Photograph Editing.
- (M) The Website www.ebay.com is an example for:
- (1) a Social Network.
 - (2) Online Auction.
 - (3) Music Downloading.
 - (4) Electronic Learning.
- (N) A VPN (Virtual Private Network) can be explained as:
- (1) Creates a secure network connection over a public network.
 - (2) Creates a public network connection over a secure network.
 - (3) An Input Control Mechanism.
 - (4) A virus free Local Area network.
- (O) Utilising a UPS can be considered as possible power backup for an Information System. UPS Stands for:
- (1) Universal Port System.
 - (2) Universal Power System.
 - (3) Uninterruptible Power Supply.
 - (4) Unidirectional Power Supply.
- (P) Malicious Programmes often referred to as malware and are increasingly affecting the performance of Computers. Which of the following is considered as a malware?
- (1) Vandalware.
 - (2) Shareware.
 - (3) Liveware.
 - (4) Freeware.
- (Q) System Testing is an activity carried out in which of the following steps in the SDLC?
- (1) Analyze Problem.
 - (2) Develop the Solution.
 - (3) Design the Solution.
 - (4) Evaluate the Solution.

- (R) Report Generators are classified as:
- (1) First Generation Languages. (2) Second Generation Languages.
 (3) Third Generation Languages. (4) Fourth Generation Languages.
- (S) Which of the following is an important aspect of disaster recovery planning?
- (1) Profitability. (2) Business Continuity.
 (3) Transparency. (4) Using Project Management Software.
- (T) A student takes a photograph using a Camera Phone. Which of the following is **not** a possible file type which is used to store such an Image file?
- (1) DOC file. (2) BMP File. (3) TIFF File. (4) JPEG File.
- (02 marks each, Total 40 marks)

SECTION - B

Answer any four (04) questions from this Section
60 marks

- 02.** (a) Define the term “Information System”. (02 marks)
- (b) List Five(05) elements which form an Information System. (05 marks)
- (c) List Five(05) tasks / responsibilities carried out by personnel at Operational Management Level of an Organisation. (05 marks)
- (d) “In present day, Accuracy is not an important characteristic of Good Information”. Can you agree with this statement? Justify Your Answer. (03 Marks)
- (Total 15 marks)
- 03.** (a) List Three(03) Components which comprise in a DSS and briefly explain each of them. (06 marks)
- (b) ESS, MIS, DSS, PCS, TPS are few examples of Information Systems that can be found at different levels of an Organisation. Draw a diagram to explain the relationship between each of them, while clearly identifying Strategic level, Tactical Level and Operational Level Systems. (06 marks)
- (c) “Microsoft Excel software can be used to develop a DSS to support Decision Making”. Can you agree with this statement? Justify your answer. (03 marks)
- (Total 15 marks)

04. (a) “Many Banks in Sri Lanka provide facilities to customers for engaging in banking facilities beyond the traditional banking hours. Such facilities are often advertised extensively over media to attract new customers. ATM facility is one of such facility”.

State the meaning of the word “ATM” and explain how a customer would use this facility. You are also required to explain how a customer would verify his / her identity in carrying out a Transaction using an ATM. (04 marks)

- (b) List four(04) characteristics of Operational Information. (04 marks)
- (c) List two(02) differences between Application Software and System Software. (02 marks)
- (d) Briefly explain the following:
- (i) Information Security.
 - (ii) Information System Controls. (05 marks)

(Total 15 marks)

05. (a) Contrast web based email clients with Standalone e-mail clients using two points. Provide an example for each category of e-mail clients. (06 marks)

- (b) In a word processing software one can find features known as “header” and “footer”. Explain the purpose of these features. (04 marks)

- (c) List three(03) types of cable media that can be used in Computer Networks today. (03 marks)

- (d) Briefly explain the functions performed by a Search Engine on the World Wide Web. (02 marks)

(Total 15 marks)

06. (a) When an organisation requires introducing Network Controls for its communication mediums, Digital Signatures is one of the options. Explain the Term “Digital Signature”. (03 Marks)

- (b) “Wireless Computer Networks are immune (Not susceptible) to unauthorised use” Can you agree with this statement? Justify Your Answer. (03 marks)

- (c) “Information System Development projects are not always successful”, Projects may be cancelled due to various reasons. List five(05) reasons for such project cancellations. (05 marks)

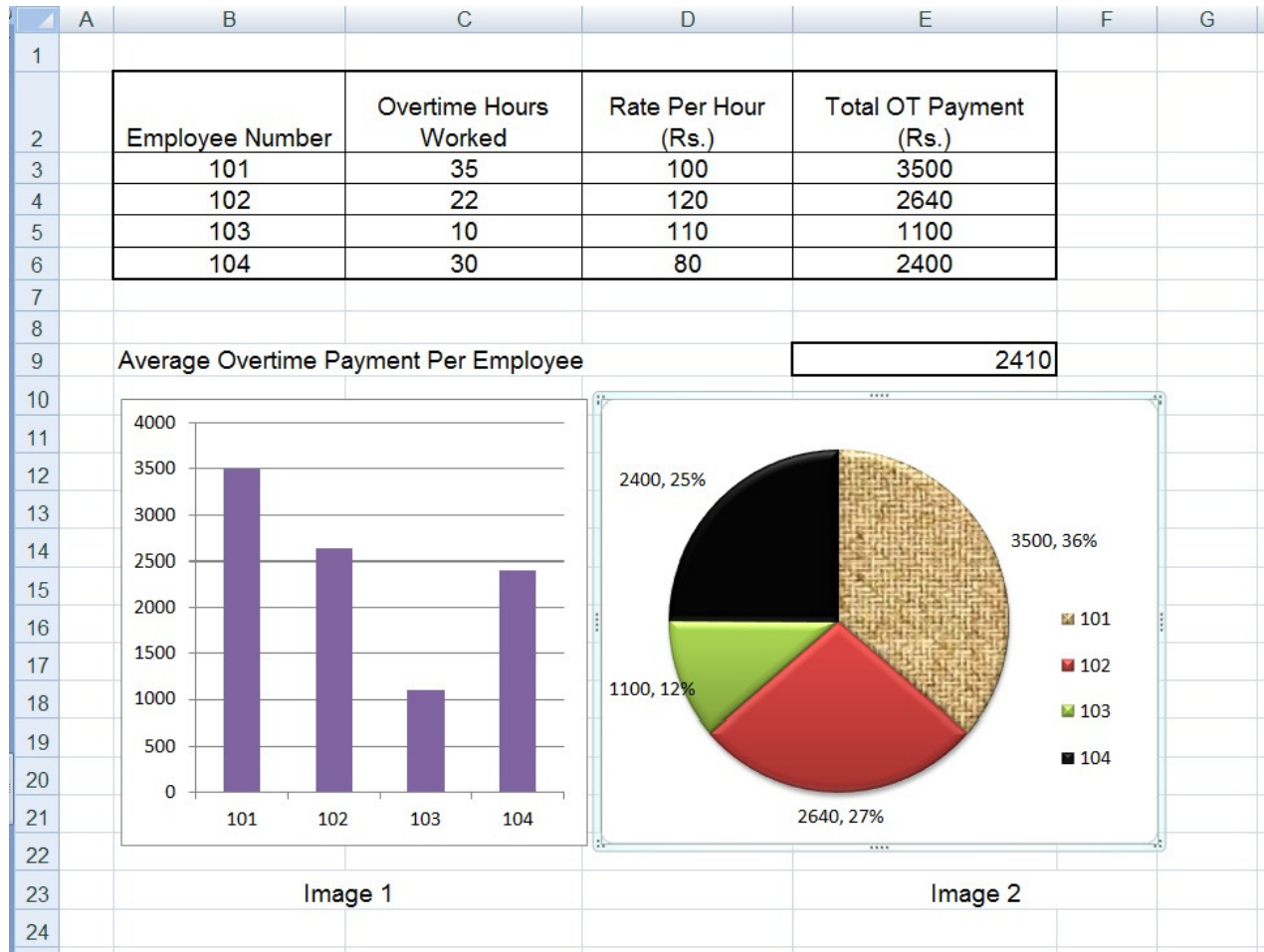
- (d) In Information System Development, explain what is meant by “End User Development”.

(Your explanation should elaborate what tools are used in this form of software development as well as possible benefits and risks of this approach compared to the Traditional Software Development Life Cycle Model). (04 marks)

(Total 15 marks)

07. (a) List and briefly explain two(02) factors which should be considered in backups as a part of a Disaster Recovery Plan. (05 marks)

(b) The following figure displays a screenshot of a popular spreadsheet application. It contains information on overtime hours worked by four employees over a period of two weeks. The employees are numbered 101, 102, 103 and 104.



(i) Write a suitable formula for cell E9, using exact cell addresses as given in the figure above, that could be used to calculate average overtime payment for the four employees (Indicated in Cell E9 as Rs.2,410/-). You may use any functions if you require.

Note: No marks will be awarded for writing the numerical value.

(04 marks)

(ii) Two Charts (Image 1, Image 2) are used to display this information graphically. Name the two types of charts. (02 marks)

(iii) Explain the function performed by macros in relation to a spreadsheet program. (04 marks)

(Total 15 marks)