

| Part | sub/obj | Marks | Question  | Answer Option 1  | Answer Option 2  | Answer Option 3   | Answer Option 4  | Correct Answer(A/B/C/D) | CO  | Bloom's Taxonomy Level |
|------|---------|-------|---|--|--|---|--|-------------------------|-----|------------------------|
| A    | obj     | 1     | A Company uses a web-based digital dashboard to provide managers with real-time information in order to:  | comply with regulations.   | improve decision-making.   | create customer intimacy.   | improve employee morale.   | B                       | CO2 | L2                     |
| A    | obj     | 1     | A firm that invests in an information system because it is a necessity of doing business does so because it is seeking to achieve which of the following business objectives?   | Operational excellence   | Improved decision making   | Customer intimacy   | Survival   | D                       | CO2 | L2                     |
| A    | obj     | 1     | Which of the following is an example of a business using information systems to improve supplier intimacy?  | Citibank's ATM system  | Verizon Corporation's use of a web-based digital dashboard to provide real-time information for managers | Apple's creation of the iPad  | JCPenney's information system that allows its contract manufacturers to see what garments have been sold and need to be replaced | D                       | CO1 | L1                     |
| A    | obj     | 1     | To make sure it stocks clothes that its customers will purchase, a department store implements a new application that analyzes spending levels at its stores and cross-references this data to popular clothing styles. Which of the following business objectives is this information intended to support? | Customer intimacy  | Survival   | New business models   | Supplier intimacy  | A                       | CO1 | L3                     |
| A    | obj     | 1     | All of the following are new technology-related innovations in MIS except:  | cloud computing.   | big data.  | the mobile digital platform.  | co-creation of business value.   | D                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following statements about digital firms is not true?  | In digital firms, time shifting and space shifting are the norm. | Today, most firms are fully digital.   | Digital firms offer extraordinary opportunities for flexible global organization and management.    | Digital firms sense and respond to their environments more rapidly than traditional firms.                                       | B                       | CO1 | L2                     |
| A    | obj     | 1     | A firm that must invest in new information systems capabilities in order to comply with federal legislation is investing to achieve which business objective?   | Customer intimacy  | Operational excellence   | Survival  | Creation of new products   | C                       | CO1 | L2                     |
| A    | obj     | 1     | All of the following exemplify the new face of e-commerce in the twenty-first century except:   | Netflix  | Tumblr   | Apple Music   | GE   | D                       | CO1 | L1                     |
| A    | obj     | 1     | All of the following are characteristics of twenty-first digital firms except:  | use of social media to enter into conversations with customers.  | greater awareness of changes in technology, consumer attitudes, and culture.                             | better understanding of the importance of information technology in creating and managing the firm. | greater emphasis on hierarchy and structure.   | D                       | CO1 | L1                     |
| A    | obj     | 1     | Order fulfillment involves all of the following business processes except:  | checking the customer's credit.                                  | assembling the product.  | submitting the order.   | making customers aware of the product.   | D                       | CO1 | L1                     |

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| A    | obj     | 1     | The _____ function is responsible for making sure customers are aware of the company's products.   | finance and accounting  | human resources  | manufacturing and production   | sales and marketing   | D                       | CO2 | L2                     |
| A    | obj     | 1     | Which of the following is not a true statement with respect to business processes?   | Every business can be seen as a collection of business processes. | Analyzing business processes can enable you to achieve a clear understanding of how a business actually works. | The performance of a business firm typically is not related to its business processes. | Business processes can be either a source of competitive strength or a liability. | C                       | CO2 | L2                     |
| A    | obj     | 1     | Which type of infrastructure service stores and manages corporate data and provides capabilities for analyzing the data?                                     | Networking  | Telephone  | VOIP   | Data management   | D                       | CO2 | L2                     |
| A    | obj     | 1     | Interpretations of Moore's law assert that:  | computing power will eventually level off.                        | transistors decrease in size 50% every two years.  | data storage costs decrease by 50% every 18 months.                                    | computing power doubles every 18 months.  | D                       | CO1 | L1                     |
| A    | obj     | 1     | _____ uses individual atoms and molecules to create computer chips and other devices.  | Virtualization  | Nanotechnology   | Quantum computing  | A minicomputer  | B                       | CO1 | L1                     |
| A    | obj     | 1     | If we think of the computer system as a layered model, _____ is the interface between the hardware and user applications.                                    | Memory  | Application Software   | GUI  | System software   | D                       | CO1 | L1                     |
| A    | obj     | 1     | MIS stands for:  | Management Information System                                     | Marketing Information System   | Manufacturing Information System   | None of the above   | A                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following takes orders and print tickets?   | TPS   | MIS  | IRM  | CIO   | A                       | CO1 | L1                     |
| A    | obj     | 1     | Planning, organizing, leading and controlling the resources of an organization are various functions of:   | CIO   | Management   | Customer   | Owner   | B                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following system is separated from its environment and other systems:   | Strategic system  | Concept System   | Building Block   | Closed System   | D                       | CO1 | L1                     |
| A    | obj     | 1     | A _____ facilitates business transaction, control production, support internal as well as external communication and update organization's central database. | Operation Support System  | Process Control System   | Enterprise Collaboration System  | None of the Above   | A                       | CO1 | L2                     |
| A    | obj     | 1     | Which of the following is the smaller system within the system:  | Temporary system  | Subsystem  | Under System   | None of the Above   | B                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following system is extremely large and complex system:   | System  | Subsystem  | Supersystem  | None of the Above   | C                       | CO1 | L1                     |
| A    | obj     | 1     | Accountants, clerks, engineers, lawyers, computer programmers are examples of:   | Information sources   | Information Resources  | Information Workers  | None of the above   | C                       | CO1 | L2                     |
| A    | obj     | 1     | Which of the following is the oldest type of information system  | TPS   | DSS  | ESS  | None of the above   | A                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following can be considered as a goal of TPS development?   | Improve TPS by speeding it up                                     | Use fewer people   | Improve efficiency   | All of the above  | D                       | CO2 | L2                     |

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| A    | obj     | 1     | Which of the following statement is related to transaction processing systems?  | Automate the handling of data about business activities | Are designed to help decision-makers make decisions                | Attempt to modify and manipulate information | none of the above       | A                       | CO1 | L1                     |
| A    | obj     | 1     | In a manufacturing organization, decisions are made by which type of computer systems wherein any manual intervention is not required?                      | Decision support system                                 | MIS  | TPS  | Process Control System  | D                       | CO2 | L1                     |
| A    | obj     | 1     | A computer program that contains expertise in a particular field is called as _____.  | Operational system                                      | Intelligent planner  | Automatic processor                          | Expert system           | D                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following statements is correctly related to Decision Support Systems?   | Automate the handling of data about business activities | Are designed to help organizational decision-makers make decisions | Attempt to modify and manipulate information | None of the Above       | B                       | CO1 | L1                     |
| A    | obj     | 1     | Executive Support Systems are used at which organizational level?   | Functional Level  | Management Level   | Strategic Level                              | All of the Above        | C                       | CO1 | L1                     |
| A    | obj     | 1     | A Management information system typically receives input from:  | SSL   | GPS  | TPS  | LMS                     | C                       | CO1 | L1                     |
| A    | obj     | 1     | The information of MIS comes from the   | internal source   | external source  | both internal and external source            | none of the above       | C                       | CO1 | L1                     |
| A    | obj     | 1     | Booking of IRCTC Online Railway Ticket is an example of which kind of data processing?  | Batch   | Parallel   | Sequence                                     | Real time.              | D                       | CO2 | L2                     |
| A    | obj     | 1     | SCM stands for _____  | supply chain method                                     | supply collection management                                       | supply chain management                      | search chain management | C                       | CO1 | L1                     |
| A    | obj     | 1     | _____ is an awareness and understanding of a set of information and ways that information can be made useful to support a specific task or reach a decision | knowledge   | data   | feedback                                     | a process               | A                       | CO1 | L2                     |
| A    | obj     | 1     | The information generated at regular intervals is a _____ information.  | depositing.   | saving.  | recurring.                                   | collecting.             | C                       | CO1 | L1                     |
| A    | obj     | 1     | The data processing activity that involves rekeying miskeyed or misscanned data is called _____.  | editing   | data storage   | data correction                              | data collection         | C                       | CO1 | L1                     |
| A    | obj     | 1     | Which of the following is not a component of industry 4.0?  | Functional Information Systems                          | Smart Factory  | Machine Learning                             | Big Data Analytics      | A                       | CO2 | L2                     |
| A    | obj     | 1     | _____ is the fact that are properly arranged, classified and organized.   | data.   | events.  | statements.                                  | information.            | D                       | CO1 | L1                     |