



**UTHM**  
Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESI 2015/2016**

COURSE NAME : MANAGEMENT INFORMATION SYSTEM  
COURSE CODE : BPA 20703  
PROGRAMME : 2 BPC  
EXAMINATION DATE : DECEMBER 2015 / JANUARY 2016  
DURATION : 2 HOURS AND 30 MINUTES  
INSTRUCTION : ANSWER **ALL** QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

- Q1** (a) The Web is the most popular Internet service. Subsequently, there was advancement in the internet technology whereby the transformation of the so-called Web 1.0 into Web 2.0, the emergence of semantic web technologies and their integration into Web 3.0 development has taken place that could impact business competitive advantage.
- (i) Distinguish between Web 2.0 and Web 3.0 with an appropriate example.  
(4 marks)
  - (ii) Discuss **TWO (2)** roles of Web 3.0 development that could impact business competitive advantage.  
(5 marks)
- (b) An Information Technology (IT) infrastructure consists of a set of physical devices and software applications that are required to operate the entire enterprise. But an IT infrastructure is also a set of firmwide services budgeted by management and comprising both human and technical capabilities.
- (i) Discuss **TWO (2)** ways how Information Technology (IT) department be organized.  
(6 marks)
  - (ii) Discuss the Competitive forces model for IT infrastructure investment.  
(10 marks)
- Q2** (a) Enterprise systems feature a set of integrated software modules and central database that enables data to be shared by many different business processes and functional areas throughout the enterprise.
- (i) Identify **FOUR (4)** major business processes supported by enterprise software.  
(4 marks)
  - (ii) Explain how challenges posed by enterprise applications can be addressed.  
(9 marks)

- (b) E-commerce is about digitally enabled commercial transactions between and among organizations and individuals. Commercial transactions involve the exchange of value (e.g., money) across organizational or individual boundaries in return for products and services.
- (i) Define digital goods with an example. (2 marks)
- (ii) Explain **FIVE (5)** unique features of e-commerce technology. (10 marks)

- Q3** (a) Large public networks, such as Internet, are more vulnerable than internal networks because they are virtually open to anyone.
- (i) Define general control and application control. (4 marks)
- (ii) Suppose your business had an e-commerce web site where it sold goods and accepted credit card payments.
- Discuss **TWO (2)** major security threats to the web site and their potential impact to a business. (5 marks)
- (b) (i) List **FOUR (4)** most common threats against contemporary information systems. (4 marks)
- (ii) Discuss **FOUR (4)** components of an organizational framework for security and control. (12 marks)

- Q4** (a) A database management system (DBMS) is software that permits an organization to centralize data, manage them efficiently, and provide access to the stored data by application programs.
- (i) Explain what data dictionary is. (4 marks)
  - (ii) Discuss **THREE (3)** problems with the traditional file environment that can be avoided by using Database Management System (DBMS). (12 marks)
- (b) Ethics refers to the principles of right and wrong that individuals, acting as free moral agents, use to make choices to guide their behaviors.
- (i) What are the **FIVE (5)** steps in conducting an ethical analysis? (5 marks)
  - (ii) List **FOUR (4)** key technology trends that raise ethical issues. (4 marks)

**- END OF QUESTIONS -**