

**MODEL ANSWER**

**Answer as you can from the following**

**Question 1:** Complete the following sentences (10 Marks) .....

1. Information quality Attributes can be related to the **Timing**, **Contents** and **Form** of the information.
2. **External** information may be obtainable from government agencies or private information providers
3. The objective of a system is to receive **Data** and transform these into **Information**.
4. **Middle Management** deal with control tactical planning while **Top Management** concerned with long strategic planning
5. **Knowledge** is gained from information and we use that information to make decisions
6. **Supervisor** manage and monitor the employees or workers

**Question 2:** Write false or right by X or  $\checkmark$  to each sentences and correct the false one (20 Marks) .....

1. .X. **Timeliness (Form)** refers to aspects such as the clarity of the information which should be appropriate to the intended recipient.
2. .X. **Information (Data)** is in raw form while **Data (Information)** is in finished form
3. .X. **Information (Data)** is generally disorganized and disintegrated in the form while **Data (Information)** is properly arranged, classified, and organized
4. .X. **Information (Data)** cannot be understood or made use of by the users while **Data (Information)** is understood and used by the users
5. .X. Often a system **cannot (can)** contain several subsystems with sub-goals.
6.  $\checkmark$ . There are five components of a generic system in terms of input, process, output, feedback and control.
7. .X. The **form (Content)** of the information refers to factors such as the accuracy of the information and relevance of the information to a particular situation and user.

8. .X. The content (**Timing**) of the information refers to that the information should be available when needed
9. .√. We tend to gain knowledge from information and we use that information to make decisions
10. .X. Top (**Middle**) management deals with control, planning (also called tactical planning),
11. .X. External (**Internal**) information, All organisations generate a substantial amount of information relating to their operation.
12. .X. External (**External**) information: is concerned with what is happening beyond the boundaries of the organization
13. .√. Strategic information is broad based and will use a mixture of information gathered from both internal and external sources.
14. .X. Implicit (**Explicit**) knowledge is rules or processes or decisions that can be recorded either on paper or in an information system.
15. .X. Explicit (**Implicit**) knowledge exists inside the minds of humans and is harder to record. It tends to be created from someone's experiences, so again it is based on a set of rules or experiences.
16. .X. The timescale for the tactical (**Operational**) planning is usually very short, anything from immediately, daily or at most a week or month
17. .X. Strategic (**Tactical**) information is used by middle management (employees) when managing or planning projects.
18. .X. The timescale for the tactical (**Operational**) planning is usually very short, anything from immediately, daily or at most a week or month
19. .X. Strategic (**Tactical**) information is used by middle management (employees) when managing or planning projects.
20. .X. Timescale for the operational (**Strategic**) information may be from one to five years or even longer depending on the project.

**Question 3:** Complete the following sentences (10 Marks) .....

1. **DSS** helps middle-level managers and others in the organization analyze wide range of problems
2. **MIS** summarizes the detailed data of the transaction processing system (TPS) in standard reports for middle-level managers.

3. TPS or DPS helps supervisors by generating databases that act as the foundation for the other information systems
4. EIS provides senior managers with a system to assist in taking strategic and tactical decisions.
5. EIS purpose is to analyse, compare and identify trends to help the strategic direction of the organisation.
6. Expert system is a computer program that tries to emulate human reasoning.
7. TPS or DPS deals with the day-to-day transactions of an organisation.
8. MIS is a system that converts data from internal and external sources into information, communicated in an appropriate form to managers at different levels of an organisation.
9. DSS provides information and models in a form to help tactical and strategic decision-making.
10. EIS helps top-level managers oversee the company's operations and develop strategic plans.

**Question 4:** Write false or right by X or √ to each sentences and correct the false one

(10 Marks)

.....

1. **.X.** An example for DSS (MIS) from a supermarket will provide reports that show the sales figures for each department each day for a week, with weekly totals, monthly totals, comparisons with last month and the corresponding month last year
2. **.X.** MIS (DSS) enable a manager to explore a range of alternatives under a variety of conditions. For example, a manager may wish to know the effects on profits if sales increase and costs decrease.
3. **.X.** The source of data for an EXPERT SYSTEM (DSS) tends to be a combination of summary information gathered from lower level DPS and MIS
4. **.X.** An example for Decision Support System (DPS) is each item sold in a supermarket.
5. **.√.** The source of data for an MIS usually comes from numerous databases. These databases are usually the data storage for Data Processing Systems.
6. **.X.** EIS (MIS) produce reports for managers interested in historic trends on a weekly, monthly and yearly basis.
7. **.X.** A MIS (DPS) is sometimes referred to as a Transaction Processing System (TPS),
8. **.X.** systems for accountancy, invoicing, stock control and data entry are examples of MIS (DPS).

9. .X. MIS (EIS) are designed to incorporate data about external events, such as new tax laws or competitors, and also draw summarized information from internal MIS and DSS
10. .X. MIS (EIS) address unstructured decisions and create a generalized computing and communications environment, rather than providing any fixed application or specific capability.

**Question 5: Answer the following** (10 Marks) .....

1. Explain why a Data Processing System is classed as being at the operational level of an organisation.

*It's usually at the transaction processing end, and covers all the day-to-day transactions.*

2. For what purposes is MIS usually used?

*To summarise and report on an organisation's basic operations.*

3. Explain why a MIS is classed as being at the tactical level of an organisation.

*Because it's used by middle management, usually to a regular timescale i.e. monthly, etc.*

4. Explain why a DSS is classed as being at the operational level of an organisation.

*Because it will use operational data to provide information at the tactical and strategic levels*

5. Explain the purpose of an EIS, giving an example to illustrate your answer.

*It will allow senior managers to make tactical and strategic decisions, e.g. providing summarised reports showing trends*