

7. Expand KWS
- a) Knowledge Workers Systems
 - b) Knowledge Workers Stations
 - c) Knowledge Work Systems
 - d) Knowledge Workers Society
8. _____ concept that makes quality control a responsibility to be shared by all people in an organization.
- a) Total Quality Management
 - b) Supply Chain Management
 - c) Six sigma
 - d) Business Process Re engineering
9. _____ controls to ensure that data files on either disk or tape are not subject to unauthorized access, change, or destruction.
- a) General
 - b) Administrative
 - c) Data security
 - d) Application
10. _____ is the ability of each party in a transaction to ascertain the identity of the other party.
- a) Digital signature
 - b) Message Integrity
 - c) Authentication
 - d) Digital Certificate

PART B (10 x 2 = 20 Marks)

- 11. Define the term Information Systems (IS).
- 12. List some of the important characteristics of useful information.
- 13. Write short notes on Decision Making.
- 14. Distinguish between IS infrastructure and IS architecture.
- 15. Bring out some of the problems in Traditional file environment.
- 16. What is meant by full duplex transmission?
- 17. Who are the people called as knowledge workers?
- 18. List any two differences between Decision Support Systems and Management Information Systems.
- 19. Define the term Transborder dataflow.
- 20. What is meant by global culture?

PART C (5 x 14 = 70 Marks)

- 21. a) List and briefly describe the major types of systems in organizations. How are they related to one another?

(OR)

b) Identify and describe the four levels of the organizational hierarchy. What types of information systems serve each level?

22. a) What are the four basic competitive strategies? How can information systems help firms pursue each of these strategies?

(OR)

b) Explain the changing role of information systems within the organization.

23. a) (i) List and describe some of the benefits of DBMS. (7)
(ii) Describe the three principal database models. Also mention advantages and disadvantages of each models. (7)

(OR)

b) Elaborate on the basic components and functions of telecommunications system.

24. a) Explain the role of Decision Support Systems in the organization

(OR)

b) Discuss the major domains of Artificial Intelligence (AI).

25. a) Write short notes on:

(i) Total Quality Management and. (7)

(ii) Six Sigma (7)

(OR)

b) Identify and discuss various factors to be considered when building an international information systems infrastructure.
