

Course No: IGGC1102  
 Course Title: information system technology  
 Date: 13/08/2011  
 No. of Questions: 3  
 Time: 2hours  
 Using Calculator (No)

University of Palestine



Final Exam  
 3<sup>rd</sup> semester 2010/2011  
 Total Grade:

Instructor Name: Yasmin Kh. A-  
 lbobo  
 Student No.: \_\_\_\_\_  
 Student Name: \_\_\_\_\_  
 College Name: \_\_\_\_\_  
 Dep. / Specialist: \_\_\_\_\_  
 Using Dictionary (No)

**First Question** **No. of Branches (10)** **(10/60)**

**Compare between the following :**

1. Business-to-consumer (B2C) e-commerce and business-to-business (B2B) e-commerce
2. Intranets and extranets networks
3. Artificial intelligence and expert systems
4. Logical design and physical design for systems design
5. Systems maintenance and Systems review

**Second Question** **No. of Branches (4)** **(20/60)**

Answer the following :

1. List the types of system maintenance. (2.5/20)
2. List five factors to Consider During Systems Review. (2.5/20)
3. List five reasons for system Maintenance. (2.5/20)
4. List five examples of Applications of Expert systems and Artificial Intelligence. (2.5/20)
5. List Advantages and Disadvantages of ERP systems(4/20)
6. List Evaluation Techniques for systems. (2/20)
7. List and explain the Logical Design system elements. (2/20)

**Third Question** **No. of Branches (2)** **(30/60)**

**Select the right answer from Colum A to Colum B**

A		B		C
1	Data collection, Data editing and Data correction are elements of ...	A	Control & Management Issues	
2	Order entry, Sales configuration, Shipment planning, Shipment execution and Invoicing are ...	B	Transaction Processing Activities	
3	Inventory control, Purchase order processing, Receiving, Accounts payable are .....	C	Order Processing Systems	
4	Enables one or more users to move and react in a computer-simulated environment	D	Purchasing Systems	
5	Business resumption planning and disaster recovery	E	Transaction Processing Systems Methods	
6	batch, on-line, and on-line with delayed processing are...	F	Enterprise resource planning (ERP) software	
7	A set of integrated programs that manage a company's vital business operations for an entire multisite, global organization	G	Systems design	

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8	Can explain their reasoning or suggested decisions - Can display “intelligent” behavior - Can draw conclusions from complex relationships - Can provide portable knowledge - Can deal with uncertainty- Not widely used or tested.	H	E-commerce	
9	Enables consumers and companies to gain access to worldwide markets	J	Virtual reality systems	
10	The explanation facility , The user interface and The knowledge acquisition facility	K	Characteristics of an Expert System	
11	Automated & manual - Controls & security design	L	Process design	
12	Provide more consistency than humans - Faster solutions than humans Training expertise	M	Capabilities of an Expert Systems	
13	preparing detailed design needs for a new system or modifying an existing system	N	Procedures design	
14	calculations, comparisons, manipulations	O	Some use of Expert Systems	
15	Strategic goal setting – Planning – Design - Decision-making - Quality control and monitoring - Diagnosis	P	Components of an Expert System	

*Good Luck*