

The Institute of Chartered Accountants of Bangladesh
Information Technology
Sample Question Paper

1. Which of the following was the first electric digital computer?
 - a. ENIVAC
 - b. UNIVAC
 - c. ALTAIR
 - d. IBM PC

2. Which of the following is personal computer?
 - a. Microcomputer
 - b. Mainframe Computer
 - c. Super computers
 - d. None of them

3. The Information Systems evolved over a period in recent decades. In which decade, the concept of Strategic Information System (SIS) evolved?
 - a. 1970s – 1980s
 - b. 1980s – 1990s
 - c. 1990s – 2000s
 - d. 2000s – date

4. Which of the following is/are not a fundamental role of Information Systems in business?
 - a. Support of business process and operations
 - b. Support of decision making
 - c. Support of strategies for competitive advantages
 - d. Support of reporting to different management level

5. In transaction process system, transactions are processed in two ways: Batch processing & Real time processing.
 - a. True
 - b. False

6. Executive Information System (EIS) provides:
- a. Information in form of reports
 - b. Support in decision making
 - c. Critical information from wide variety of sources
 - d. Operational support
7. Which is not a component of Information System (IS)?
- a. Hardware and Software
 - b. People
 - c. Policies and Procedures
 - d. Internet
 - e. Data Resources
8. Expert systems are knowledge-based systems that provide expert advice and act as expert _____ to users.
- a. Consultants
 - b. Manager
 - c. Employee
 - d. Decision maker
9. Which is/are not part of Management Support Systems?
- a. Executive Information System
 - b. Process Control System
 - c. Enterprise Collaboration System
 - d. Decision Support System
 - e. Management Information System
10. Which of the options below completes the sentence correctly?

Cross-functional integration is needed in today's business environment because _____

- a. management needs to be presented with a comprehensive picture of the company as a whole
- b. management needs to be presented with detailed reports on each function independently
- c. management needs to be presented with reports comparing effectiveness and efficiency of each function in the business
- d. None of the above

11. Information is the data which _____ and _____ context for end users.

- a. Meaningful, beautiful
- b. Thoughtful, useful
- c. Meaningful, useful
- d. Valuable, significant

12. Knowledge workers are people who

- a. Develop and operate information systems
- b. Create, use and distribute information
- c. Use information that system produces
- d. Preserve information

13. Information processing instructions are called_____.

- a. Programs
- b. Procedures
- c. Software
- d. Logics

14. ROM is volatile memory.

- a. True
- b. False

15. If one disk is failed, data can be recovered from backups automatically stored on another disk.
Which disk has this feature?

- a. Floppy disk
- b. Hard disk drive
- c. RAID
- d. RFID

16. Which software manages and supports operations of computers systems and network?

- a. Application software
- b. System software
- c. General Purpose Application Software
- d. Application Specific Programs

17. Groupware is software that helps work groups and teams collaborate to accomplish single assignment.
- a. True
 - b. False
18. A software license that allows modifications and derived work is the following:
- a. Shareware
 - b. Freeware
 - c. Open Source
 - d. Commercial
19. Which statement is wrong for open source software?
- a. Allow anyone to contribute to the software
 - b. Development code can be used by anyone
 - c. One has to pay to own the software
 - d. It is free to use
20. What is COBOL?
- a. Machine language
 - b. Assembler language
 - c. High level languages
 - d. Fourth Generation Languages
21. What is interpreter?
- a. Translates symbolic instruction codes of programs in machine language
 - b. Translate high level language statement
 - c. Translate and execute statement in a program at a time
 - d. None of these
22. What is the mostly used database structure?
- a. Network structure
 - b. Hierarchical Structure
 - c. Relational Structure
 - d. All of them

23. Data marts are subdivided into data warehouse

- a. True
- b. False

24. Enterprise Collaboration System consists of _____.

- a. Communication
- b. Coordination
- c. Collaborate
- d. All of them

25. What is E-mail?

- a. Electronic communication tool
- b. Electronic Conferencing tool
- c. Collaborative work management tool
- d. None of them

26. What is Chat Systems?

- a. Electronic communication tool
- b. Electronic Conferencing tool
- c. Collaborative work management tool
- d. None of them

27. Which can integrate front end office and back end office of a business?

- a. EAI
- b. ERP
- c. Database
- d. Program

28. What does cover Marketing Information System?

- a. Sales Force Automation
- b. Customer Relationship Manager
- c. Interactive Marketing
- d. All of them

29. Which tool can be used to track customer online behavior?
- a. Business Intelligence
 - b. Cookies
 - c. Advertisements
 - d. Digital billboard
30. Which one is the oldest and widely used system?
- a. Accounting System
 - b. Marketing System
 - c. Manufacturing System
 - d. Human resources System
31. Which one is not financial information system?
- a. Investment Management
 - b. Capital Budgeting
 - c. Payroll
 - d. Financial Planning
32. Which type of ecommerce sites offer customers an attractive web storefront?
- a. B2C
 - b. B2B
 - c. C2C
 - d. All of them
33. Which of the following is/are example(s) of functional e-business system?
- a. Enterprise Resource Planning (ERP)
 - b. Customer Relationship Management (CRM)
 - c. Human Resource Management System (HRMS)
 - d. Supply Chain Management System (SCM)
34. Which tool will help customers to find e-commerce site quickly?
- a. Digital marketing
 - b. SEO (Search engine optimization)
 - c. Web store
 - d. Advertising

35. Which of the following is/are examples of B2B ecommerce businesses?

- a. Bikroy.com
- b. Shopup.com
- c. Alibaba.com
- d. Amazon.com

36. Which of the following shall be considered as key success factors for e-commerce business?

- i. Selection and value
- ii. Performance and service
- iii. Look and feel
- iv. Advertising and incentives
- v. Personal attention

- a. i, ii, iii and v
- b. i, ii, iv and v
- c. ii, iii, iv and v
- d. None
- e. All

37. “Cryptocurrency and blockchain are the same thing”?

- a. True
- b. False

38. Which of the following typically is the largest cost in implementing an ERP software?

- a. Software License
- b. Hardware and Infrastructure
- c. Process Reengineering
- d. Change Management

39. Which of the following is/are not considered as the challenges for implementing ERP in Bangladesh?

- a. Business process standardization
- b. Understanding local needs
- c. Technical issues
- d. Data quality issues
- e. None of the above

40. Which e-commerce is the wholesale and supply side of commercial process where business buy, sell or trade with other business?
- a. B2C
 - b. B2B
 - c. C2C
 - d. All of them
41. _____ systems are major form of electric payment system in banking and retailing industries.
- a. EFT
 - b. ATMS
 - c. Check payment
 - d. Cash payment
42. Which is/are not a major component of a CRM application?
- a. Sales
 - b. Marketing and Fulfillment
 - c. Customer Service and Support
 - d. Retention and Loyalty Program
43. Why does CRM mostly fail?
- a. Lack of senior management sponsorship
 - b. Improper change management
 - c. Lack of or poor integration between CRM and core business system
 - d. Lack of end user incentives
44. Which CRM allows to analyse, predict and derive customer value?
- a. Operational CRM
 - b. Analytical CRM
 - c. Collaborative CRM
 - d. Portal Based CRM
45. Which is a cross functional enterprise system that supports the basic internal business process of a company?
- a. CRM
 - b. ERP
 - c. SCM
 - d. E-commerce

46. _____ involves the electronic exchange of business transaction documents over internet and other networks between supply chain trading partner?
- a. EDI
 - b. SCM
 - c. ERP
 - d. CRM
47. According to Metcalfe's law, how many connections will be made between 12 nodes?
- a. 66
 - b. 120
 - c. 60
 - d. 96
48. Open system is programming that serves to glue together or mediate between two separate programs.
- a. True
 - b. False
49. Which one is a network inside an organization that use internet technologies to provide internet like environment within enterprise?
- a. Internet
 - b. Extranet
 - c. Intranet
 - d. All of them
50. Which will establish secure intranets and extranets?
- a. VPN
 - b. Terminal
 - c. Network server
 - d. Routing

-The End-