

**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

COURSE CODE	: JGB 10802
COURSE TITLE	: INFORMATION SYSTEM IN LOGISTICS
PROGRAMME LEVEL	: BACHELOR
DATE	: 22 MAY 2016
TIME	: 9.00 AM – 12.00 PM
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper **CAREFULLY**.
 2. This question paper is printed on both sides of the paper.
 3. This question paper consists of **ONE (1)** section.
 4. Choose and answer **FOUR (4)** questions only.
 5. Please write your answers on the answer booklet provided.
 6. Please answer all questions in English only.
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THERE ARE 3 PAGES OF QUESTIONS EXCLUDING THIS PAGE.

INSTRUCTION: Answer FOUR (4) questions only.

Please use the answer sheet provided

Question 1

Information System (IS) is a combination of hardware, software, infrastructure and trained personnel organized to facilitate planning, control, coordination, and decision making in an organization. Figure 1 showed two type of IS are Operational Support System (OSS) and Management Support System (MSS).

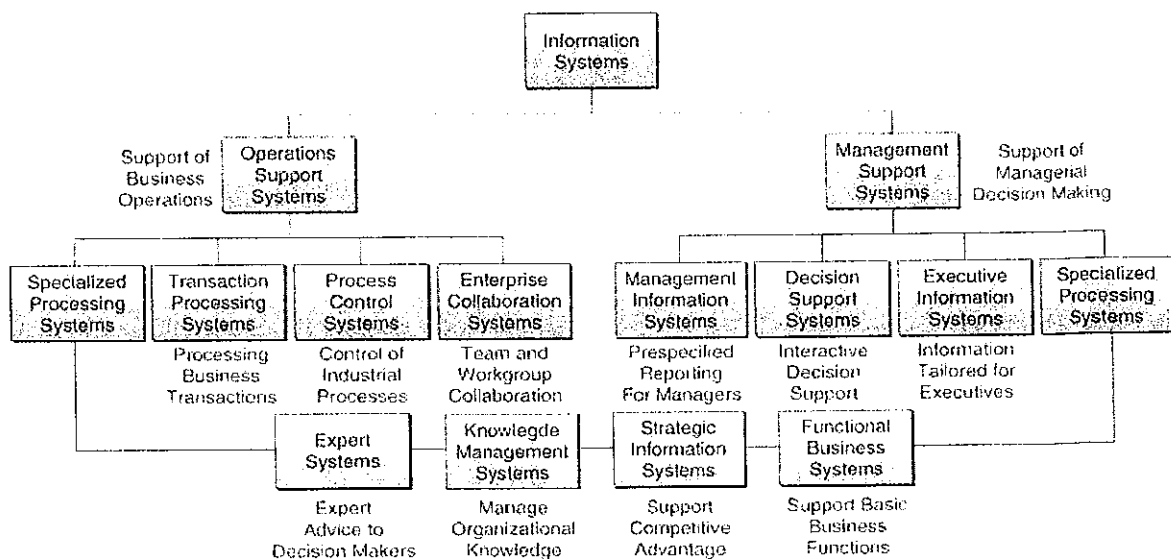


Figure 1: Type of IS

- (a) Explain the characteristics of Management Information System (MIS) and how do MIS differ from Transaction Processing System (TPS) and Decision Support System (DSS).

(15 marks)

- (b) Explain the five types of TPS in business organizations. Discuss the functions they perform and give example of each one.

(10 marks)

Question 2

The new economy or digital economy not only brings digitization but also the opportunity to use new business models.

- (a) Define business process and explain the new business model by giving one example.
(15 marks)
- (b) Discuss the reasons why the internet said to be the creator of new business models.
(10 marks)

Question 3

Cybercrime is a term for any illegal activity that uses a computer as its primary means of commission.

- (a) Discuss **FOUR (4)** reasons of why information theft happened and give **THREE (3)** solutions to fix the problem and ensure it not to happen again.
(15 marks)
- (b) Discuss with example **FOUR (4)** Common Hacking Tactics.
(4 marks)
- (c) Discuss with examples, **THREE (3)** responsibilities of organization to promote ethical uses of information technology at workplace.
(6 marks)

Question 4

e-business, is the application of information and communication technologies (ICT) in support of all the activities of business. Commerce constitutes the exchange of products and services between businesses, groups and individuals and can be seen as one of the essential activities of any business.

- (a) Give **FOUR (4)** e-business requirement and challenges need to be considered when organization decide to have e-commerce.
(12 marks)
- (b) Discuss **FOUR (4)** various method for e-payment system in Consumer to Business (C2B) setting.
(8 marks)

- (c) Choose **ONE (1)** method in (a) would you prefer and why? Give **TWO (2)** reasons.
(5 marks)

Question 5

ZEX is the supplier of telecommunication products. CG is an electronic contract manufacturer while LEXS is the supplier of electronic parts. ZEX has a manufacturing arrangement with CG and LEXS. The following describes the flow of the web-based enterprise system implemented by ZEX .

An order for ZEX product would arrive at ZEX. If ZEX could not manufacture the product, the order would be forwarded by e-mail to CG. CG would request the raw materials needed to make the product, from ZEX or LEXS through the system. CG would then create the product and then deliver the product directly to the customer. The system would then produce the bills and send the bills via Internet to the CG, LEXS and the customer.

The system could be accessed through wireless devices such as notebook, cell phones and handheld digital appliances. Customer could conduct business through the system, at any time and from any location - from the customer house, office, in the car and even onboard on a commercial aircraft.

Figure 1: ZEX case study

Base on above case study:

- (a) State **ONE (1)** input activity and **ONE (1)** output activity of the information system that have been described in the case.
[4 marks]
- (b) Did ZEX implement a mobile commerce? Give **ONE (1)** reason to support your answer.
[5 marks]
- (c) State **FOUR (4)** business processes that is mentioned in the case.
[8 marks]
- (d) Did the case mention the usage of supply chain management system? Give one reason to support your answer.
[8 marks]

END OF EXAMINATION PAPER