

EXAM INFORMATION

This exam was developed to enable schools to award credit to students for knowledge equivalent to that learned by students taking the course. The exam tests the knowledge of telecommunications; network security; systems analysis and design; business decision making; knowledge management; data warehousing; and data mining.

The exam contains 100 questions to be answered in 2 hours.

Form Codes: SN551, SP551, SY551, SZ551

CREDIT RECOMMENDATIONS

The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated the DSST test development process and content of this exam. It has made the following recommendations:

Area or Course Equivalent: Management Information Systems

Level: Lower-level baccalaureate

Amount of Credit: 3 Semester Hours

Minimum Score: 400

Source: www.acenet.edu

EXAM CONTENT OUTLINE

The following is an outline of the content areas covered in the examination. The approximate percentage of the examination devoted to each content area is also noted.

I. Computer Hardware – 9%

- a. History and evolution
- b. Terminology
- c. Hardware components
- d. Hardware devices
- e. Classification

II. Computer Software – 6%

- a. History and evolution of computer software and programming
- b. Terminology
- c. Types of software

III. Telecommunications and Networks – 11%

- a. Terminology
- b. Strategic importance to the enterprise
- c. Components of telecommunications and networks
- d. Information systems security
- e. Topology and protocols

IV. Business Information Systems – 9%

- a. Electronic commerce
- b. Types of information systems
- c. Enterprise resource planning, customer relationship management, supply chain management systems and knowledge management systems

V. Systems Analysis and Design – 9%

- a. Characteristics of a system
- b. Systems architecture
- c. Systems development life cycle

VI. Managing Data Resources – 12%

- a. Data models
- b. Database management systems
- c. Data query and update

VII. Business Decision Making – 16%

- a. Knowledge management
- b. Data warehousing
- c. Data mining
- d. Project management

VIII. MIS and the Organization – 12%

- a. Organization of MIS
- b. Relationships of MIS to the enterprise
- c. Value of the MIS function

IX. MIS Issues – 16%

- a. Security
- b. Ethics/Legal/Social
- c. Privacy
- d. Global issues

REFERENCES

Below is a list of reference publications that were either used as a reference to create the exam, or were used as textbooks in college courses of the same or similar title at the time the test was developed. You may reference either the current edition of these titles or textbooks currently used at a local college or university for the same class title. It is recommended that you reference more than one textbook on the topics outlined in this fact sheet.

You should begin by checking textbook content against the content outline provided before selecting textbooks that cover the test content from which to study.

Sources for study material are suggested but not limited to the following:

1. *Management Information Systems: Managing the Digital Firm*, 14th Edition, 2016. Kenneth Laudon and Jane Laudon. Publisher: Prentice Hall.
2. *Management Information Systems*, 2nd Edition, 2013. Kelly Rainer and Hugh Watson. Publisher: John Wiley.

SAMPLE QUESTIONS

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. The following are samples of the types of questions that may appear on the exam.

1. A computer-based information system consists of which of the following elements?
 - a. computers, keyboards, display monitors, hard disks, and printers
 - b. people, procedures, data, programs, and computers
 - c. input, processing, storage, and output
 - d. planning, programming, organizing, and evaluating
2. Which of the following characteristics of a system reflects the fact that all systems are comprised of subsystems?
 - a. synergy
 - b. differentiation

- c. regulation
 - d. hierarchy
3. The process by which workers develop their own applications, with or without the help of professional MIS staff, is called?
- a. decentralized computing
 - b. distributed computing
 - c. end-user computing
 - d. client/server computing
4. A database management system must include which of the following components?
- I. a data definition language
 - II. a data manipulation language
 - III. a data dictionary
 - IV. a data redundancy protocol
- a. I only
 - b. I and II only
 - c. I, II, and III only
 - d. I, II, III, and IV
5. Which of the following is NOT a benefit of electronic data interchange (EDI)?
- a. it reduces errors
 - b. it reduces the volume of invoices or orders
 - c. it reduces transaction processing costs
 - d. it saves time
6. Which of the following terms is used to describe the transmission of data one character at a time?
- a. synchronous
 - b. asynchronous
 - c. half-duplex
 - d. full-duplex
7. Multiplexors and concentrators are used in telecommunication systems to do which of the following?
- a. perform high-speed arithmetic operations
 - b. increase utilization of the communication lines
 - c. store and retrieve data
 - d. display data on the monitor
8. Which of the following systems development approaches involves a highly iterative process of building, using, evaluating, and refining?
- a. system development life cycle (SDLC)
 - b. top-down analysis (TDA)
 - c. prototyping
 - d. critical-path analysis
9. In MIS the concept of “outsourcing” can be best defined as which of the following?
- I. an option that some organizations use to control data processing costs
 - II. a process of releasing an organization’s computer operations to an external vendor
 - III. a data support and retrieval system that organizations can access electronically
- a. I only
 - b. I and II only
 - c. II and III only
 - d. I, II, and III

Answers to sample questions:

1-B; 2-D; 3-C; 4-C; 5-B; 6- B; 7-B; 8-C; 9-B.