

COMM335

Final Exam Practice

Please note that this practice is NOT a hint of the questions in the final exam. I tell you this to be absolutely honest with you and not to engage you in any “second guessing” games. I absolutely do NOT want to hurt the chances of you doing well in the exam so please do NOT “place all your bets” on this document. Total percent of the exam is 180% but reduced to 50% (course total) after marking. This makes our marking process quicker since we do not need to deal with assigning and adding fractions etc.

Section 1.

10 multiple choice questions and 10 fill-in-the-blanks questions. 40 percent of exam.

Please try the questions at the back of each chapter especially under “Key Terms Check”. They cover the key terms used in that chapter.

Section 2.

4 Short answer questions. 40 percent of exam.

The first question in this section will be focused on transforming a paper form into a web (digital) form. I will give you a paper form. You will draw a facsimile of an online form.

The focus of this question is NOT to test your technical ability. All you need is the knowledge you have gained from surfing the web and possibly buying something from ebay, or yahoo, etc. If you are “stressing out” over your inability to grasp technical details... let me assure you that you are “stressing out” over the wrong issues. This question has everything to do with business processes and “simple IT concepts”. It has not much to do with computer science. Last term two accounting students got this question 100% correct. The four or five computer science students in the class did NOT get it right.

What you need, is the ability to “take the user or customer view” and design a form that a user or customer would like to use. You also need to know what data is stored, where it is stored, how it is retrieved, and some knowledge of simple business processes. For example, when designing a web form to apply for vacation time, a supervisor would need to approve an application for an employee’s vacation – this is a business process. So the form must be sent to

Chapter 13.

Answer the following question:

This question has THREE parts.

- a) What is the **SDLC**? Tell me what it is and include some salient features. [3 marks]
- b) What is the **ABC Methodology**? [3 marks]
- c) Identify any THREE of the six types of design feasibility (ABC Methodology) and briefly explain (not more than two sentences) what each aims to achieve. [4 marks]

Chapter 12.

Answer the following question:

This question has THREE parts.

- d) What is the **Risk Intelligence**? Tell me what it is and provide an explanation through a simple example. [3 marks]
- e) How are risk management and controls related? Briefly explain the relationship through the “three rings” depicted in your textbook. [3 marks]
- f) Of the eight ERM (**Enterprise Risk Management**) components, one of them is **Risk Assessment**. What are the two aspects of **Risk Assessment**? Please explain each aspect using a simple example. [4 marks]

Chapter 10.

Answer the following question:

This question has THREE parts.

- g) What is the **COSO Internal Control – Integrated Framework**? Tell me what is its purpose and objectives. [3 marks]
- h) What are the five essential components of an effective internal control system? [3 marks]
- i) Of the five essential components above... briefly (but clearly and adequately) explain any TWO of the five components. [4 marks]

Note: The textbook is arbitrarily partitioned into several chapters to make it easy for students to learn. But all the chapters are CONNECTED. For example, when designing the web form (above) you would need to know some details about the three-tier architecture (since the form is the user/client tier and the employee records are kept in the database tier).

Section 3.

2 “hands-on” questions about Assignments 1 and 2. 40 percent of exam.

2 questions directly related to your first and/or second assignment (the SAP or Access assignment). One of the questions may be a “general question” about SAP (in other words not the detailed individual steps but a “higher level” question about the SAP assignment – such as its purpose or benefits).

If you review your assignment 1 & 2 carefully, you should have no problem doing this section of the exam. Pretend that one of your class friends is “in trouble” and do not know how to build an order form. Show this friend how to do it. There will be screen shots at the end of the exam to jog your memory of the screens and steps. Or pretend you are in a job interview and your interviewer asks you... “so you used SAP ERP. Do you think we might need something like that? Why?”

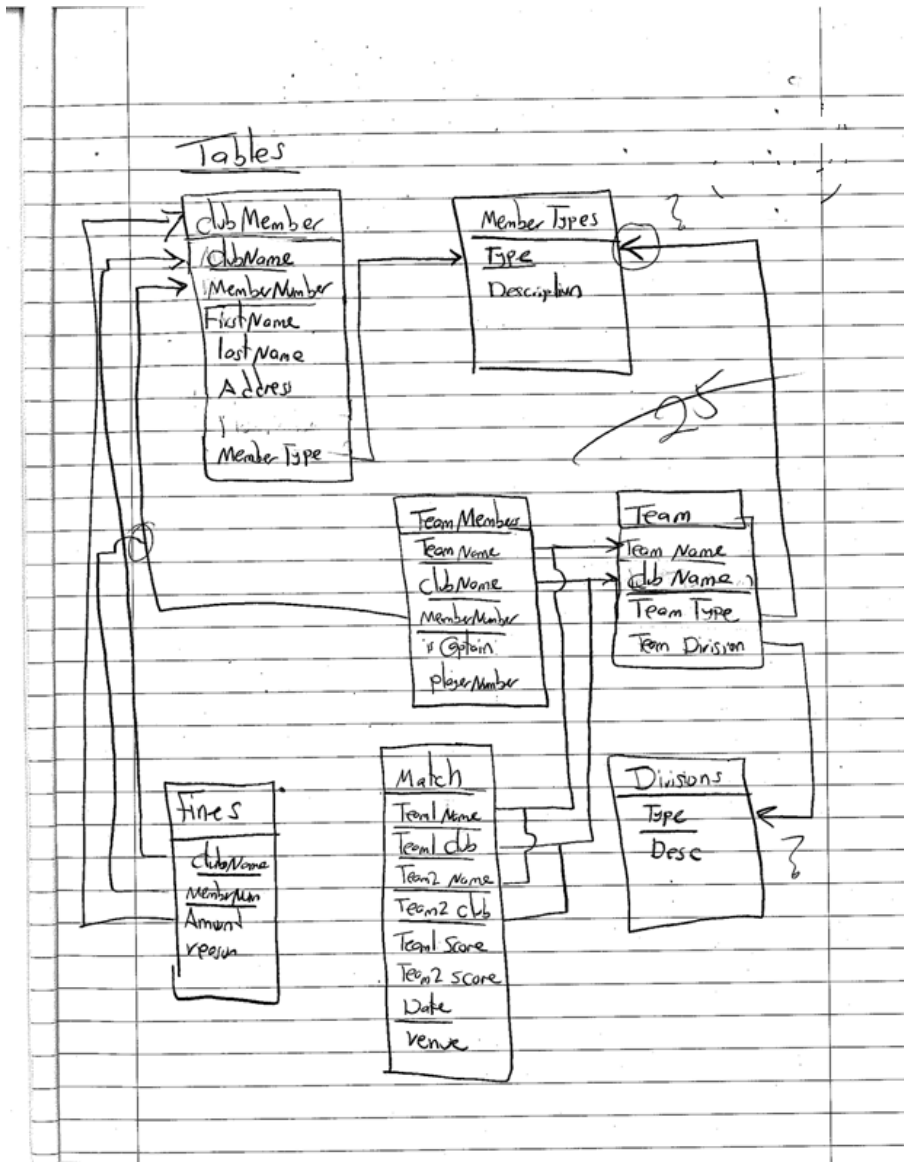
Section 4.

1 question directly related to the design of a database. The practice questions on CONNECT would help. Your Assignment 1 phase 1 would also help. 60 percent of exam.

Note of genuine concern.

I am not making fun of students but the most common problem found when I mark the exam is that students do NOT read the questions carefully. I ask them “what” and they tell me “when”. I ask them “where” and they tell me “what”. Normal conversations with our friends are not precise – we drift from topic to topic and we are easily distracted. But I am not having a normal conversation with you (even though we are friendly). This is an exam and you need to focus on my question so you can answer directly and completely. As a funny example, watch “Big Bang” theory and see how Sheldon “handles” the conversation with his friends. Everyone thinks Sheldon is weird because he is complete and thorough in his answer unlike most of us. In an exam, Sheldon would do well – very well. That’s why he (the character) skipped most of high school.

Also try and be neat and accurate not only in your writing but also in your drawing. Please see the sample answer below from an actual exam answer.



The drawing is not the worst I have seen. But even here I cannot make out some of the words and keys. The relationship lines are also actually arrows, and they criss-cross each other. This is NOT allowed!! They do not in any way resemble a MS Access Relationship Page with PROPER relationship lines, tables, keys, and attributes. I must stress in the kindest way possible that this is an EXAM!

Again I apologize. I am not making fun of this student or any student. I like all my students equally. I just want to show you what it looks like from the "customer's" point of view. **I am your customer when I mark your exam.** Please make it easy for me to award you the high marks you want by making your answer clear both logically and visually! Remember how I defined customer service? I said excellent customer service is doing for the customer what

s/he is perfectly capable of doing him/herself - but you should not let him/her do it!! Thank you and good luck!!

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