

**OLLSCOIL NA hÉIREANN, GAILLIMH  
NATIONAL UNIVERSITY OF IRELAND, GALWAY.**

**SEMESTER 1 December 1999  
DIPLOMA IN QUALITY ASSURANCE**

**QUALITY INFORMATION SYSTEMS (IE863)**

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**Instructions:** Time Allowed: Two Hours. Answer any three(3) questions.  
All questions carry equal marks. Part A) of each question carries 60% of the marks for that question.

- Q1 A) Describe briefly what is meant by each of the following, focusing especially on it's purpose in the operation of a computer system;
- A.1 Operating System
  - A.2 BIOS
  - A.3 Virtual Memory
  - A.4 RAM
  - A.5 Cache
- B) Outline the key features and functionality of two of the main PC Operating Systems and of one of the Operating Systems from the Mini or Mainframe ranges of Computers.
- Q2 A) Describe briefly what is meant by each of the following, focusing especially on it's purpose and/or significance in the operations of a computer system;
- A.1 Processor speed
  - A.2 Expansion slots
  - A.3 Data Bus
  - A.4 Read/Write Heads
  - A.5 Virus Scanner
- B) Outline the main constituent hardware components of a typical computer system, and describe their role in the operation of the total system.
- Q3 A) Describe briefly what is meant by each of the following, focusing especially on it's purpose and/or significance in the operations of a Quality Information System;
- A.1 Operations Quality Report
  - A.2 Executive Quality Report
  - A.3 Databases
  - A.4 Multimedia
  - A.5 GUI
- B) Explain what is meant by a Quality Information System. In particular discuss some of the typical data inputs for a QIS and the principles for the design of such a system.
- Q4 A) Describe briefly what is meant by each of the following, focusing especially on it's purpose and/or significance, in the operations of a computer information system;
- A.1 Internet
  - A.2 Service Provider
  - A.3 Browser
  - A.4 Search Engine
  - A.5 E-Mail
- B) Discuss the functionality and purposes of the different types of hardware and software that would be needed to gain access to and utilise, the World Wide Web for business advantages.
- Q5 A) Describe briefly what is meant by each of the following, focusing especially on it's purpose and/or significance, in the operations of a computer information system;
- A.1 Spreadsheet
  - A.2 Graphics Package
  - A.3 Directories
  - A.4 S/W License
  - A.5 Desktop Publishing
- B) Discuss the key issues involved in controlling software development and outline the steps/phases that a development team would go through to ensure a good quality software product.