COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NCIS 408: MANAGEMENT INFORMATION SYSTEMS

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2022

LECTURER: MR TIMOTHY MAKAMBWA

TIME: 3 HOURS

INSTRUCTIONS

Answer **ALL** the questions in **Section A** and any Three questions from Section B and each question has

Start **each** question on a new page on your answer sheet.

The marks allocated to **each** question are shown at the end of the section.

Section A - (Compulsory 40 Marks)

Question One

a. While developing an information management strategy within an organization, it is useful to consider information needs at on three levels:

- ·Corporate (Top Level)
- ·Team, Division, Business Unit (Middle Level)
- Individual (Low Level)

Explain the level of business activity with reference to information required?

(25 marks)

b. Describe Porter's Competitive Forces Model and his Value Chain Analysis process and comment on the effectiveness of these for developing strategic objectives. **(15 marks)**

Section B (60 Marks)

Answer any three questions from this Section

Question Two

What is the role played by each of the following information systems within organizations?

a. Executive Information Systems (EIS)

b. Decision Support Systems (DSS)

c. Transaction Processing Systems (TPS)

d. Expert Systems (ES)

e. Office Automation System (OAS)

(5x4 marks)

Question Three

Describe, using examples, how **THREE** of the following can be used in the provision of an organisation's management information systems.

a. Enterprise Resource Planning systems
b. Mobile broadband
c. Cloud computing /Application Service Provider
d. Cost benefit analysis
e. Teleworking

(20 marks)

Question Four

. The activities of management comprise planning, monitoring, controlling and decision making
   a. Provide a definition for **EACH** of these four management activities.   **(8 marks)**
   b. Explain what is meant by a Knowledge Based System (KBS), and assess the extent of support KBS could provide for these four management activities. Support your answer with appropriate real life examples, wherever possible.   **(12 marks)**

Question Five

a. Take a marketing decision making scenario to illustrate the differences between operational and strategic management for purposes of information system design.   **(8 marks)**
b. Discuss using appropriate business management applications the hallmarks that set decision support systems apart from expert systems**.**   **(7 marks)**
c. Make the argument that management information systems are essentially designed for control purposes.   **(5 marks)**

Question Six

Discuss the tangible and intangible benefits that could be expected if an organisation were to implement the following THREE MIS concepts:
   a. Customer Relationship Management (CRM) system
   b. Document Image Processing (DIP) system
   c. End-User computing   **(20 marks)**

Question Seven

The introduction of new or enhanced business information systems to the work place often involves changes to employees working practices.

   a. What objections might employees have to the changes brought about by new or enhanced business information systems?   **(10 marks**)
   b. How might the organisation manage the change to new staff working practices when introducing a new or enhanced business information system?   **(10 marks)**

Question Eight

   a. What special security measures must be taken by organizations linking to the Internet?
        (10 marks)
   b.   With the aid of examples clearly define malicious software   **(10 marks)**

END OF PAPER