



***"Investing in Africa's Future"***

**COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE**

**NCIS 408: MANAGEMENT INFORMATION SYSTEMS**

**END OF SECOND SEMESTER EXAMINATION**

**APRIL 2022**

**LECTURER: Mr. Timothy Makambwa**

**DURATION: 3 HOURS**

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### ***INSTRUCTIONS***

Answer **ALL** the questions in **Section A** and any Three questions from Section B and each question has **20** marks. Total possible mark is **100**.

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

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

## Section A – (Compulsory 40 Marks)

### Question one

It is often said that business information systems play a vital part in the success or failure of a business enterprise.

- a) Computer-based information systems can be categorized into operational information systems and management information systems. Discuss these two categories giving business examples for each one.

**(15 marks)**

- b) Managers in businesses are often classified into one of three levels, operational, middle, or senior (executive) level. Discuss how computer-based information systems can support managers at these different levels of the business.

**(15 marks)**

- c) Describe Porter's Competitive Forces Model and his Value Chain Analysis process and comment on the effectiveness of these for developing strategic objectives

**(10 marks)**

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## Section B

### Answer Any Three questions

#### Question two

For **FOUR** of the following types of applications, describe the principal purpose of **EACH** application and how it could be used to satisfy an organisation's management information requirements. Justify and support your answer with appropriate examples.

- a) Customer Relationships Management (CRM) system.
- b) Human Resources Information System (HRIS)
- c) Electronic Point of Sale (EPOS) system.
- d) Corporate intranet.
- e) Project management support system

**(4x 5 marks)**

#### Question Three

The introduction of new or enhanced business information systems to the workplace 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 four

- (a) Describe the main difference between B2B and B2C based electronic systems. Use relevant examples in your answer. **(10 marks)**
- c) Describe the security threats associated with any internet system and the countermeasures which you would recommend. **(10 marks)**

#### Question Five

- a) State and justify **FOUR** reasons why a company may favour an in-house applications development over the purchase of an off-the-shelf packaged solution to support an identified corporate requirement. **(8 marks)**
- b) For **THREE** of the following IS development concepts, provide an explanation and assess its usefulness for MIS design.
- I. Entity Relationship modelling.
  - II. Use cases.
  - III. Storyboarding.
  - IV. Required Operational Messaging Characteristics (ROMC).
- (3x4 marks)**

#### Question Six

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

- i) Enterprise Resource Planning systems
- ii) Mobile broadband
- iii) Cloud computing/Application Service Provider(ASP)
- iv) Cost-benefit analysis
- v) Teleworking

**(20 marks)**

#### Question Seven

Business Intelligence (BI) systems include elements of both Executive Information Systems (EIS) and Decision Support Systems (DSS).

- i) Explain the key features of an EIS. **(7 marks)**
- ii) Explain the key features of a DSS. **(7 marks)**
- iii) Justify the claim that BI Systems incorporate elements of both EIS and DSS. Include a definition of a BI system within your answer. **( 6 marks)**

**END OF PAPER**

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