



COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NCIS 408: MANAGEMENT INFORMATION SYSTEMS

END OF SECOND SEMESTER EXAMINATIONS

MAY 2021

LECTURER: MR TIMOTHY MAKAMBWA

TIME: 7 HOURS

INSTRUCTIONS

You are required to answer questions as instructed in each section

Start **each** question on a new page in your answer booklet

Answer ***One*** question from this Examination

Credit will be awarded for logical, systematic and neat presentations

QUESTION ONE

A1

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. **(20 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 **(15 marks)**

A2.

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.

- i. Customer Relationships Management (CRM) system.
- ii. Human Resources Information System
- iii. Electronic Point of Sale (EPOS) System
- iv. Corporate Intranet
- v. Project Management Support System

(25 marks)

A3.

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. **(11 marks)**

QUESTION TWO

B1.

Describe, using examples, how THREE of the following can be used in the provision of an organisation's MIS:

- a) Expert systems
- b) Sampling, Questionnaires, Interviewing, Reading (or Research) and Observation. SQIRO (fact finding techniques)
- c) Statistical analysis
- d) Computer Aided Software Engineering (CASE) tools
- e) Office Information Systems (OIS) (25 marks)

B2.

. The activities of management comprise planning, monitoring, controlling and decision making

- a) Provide a definition for **EACH** of these four management activities. (10 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. (15 marks)

B3.

Customer Relationship Management (CRM) systems are a key component of the information infrastructure for many organisations.

- a) Discuss THREE essential requirements of a successful CRM. (12 marks)
- b) With reference to examples you have studied or are familiar with, show how the failure or absence of ONE of these requirements can cause significant difficulty to an organisation. (13 marks)

B4.

a) For EACH of the following MIS development concepts, outline its key features and discuss its applicability to Business Intelligence (BI) systems development.

- i) Traditional development approach. (7 marks)
- ii) Computer Aided Software Engineering (CASE) tools (7 marks)

- iii) Steering group. (6 marks)
b) Explain why top management support is vital for MIS project proposals. (5 marks)

QUESTION THREE

C1. You hear a member of the Board of your financial organisation, while in discussion with major customers, say that 'Mobile computing renders all traditional IS/IT obsolete'.

Discuss and justify the extent to which you agree or disagree with the above statement. (25 marks)

C2. Cloud computing is making considerable progress into areas of MIS that are traditionally provided and managed within the physical perimeter of an organisation.

- a) Describe THREE aspects of cloud computing which may challenge conventional thinking in the provision of MIS. (12 marks)
b) For ONE of these aspects, discuss in detail the risks AND benefits of the Cloud approach. (13 marks)

C3.

- a) List FIVE controls to prevent computer fraud. (5 marks)
b) Explain the following computer crimes
(i) Theft of computer time
(ii) Hacking
(iii) Sabotage (9 marks)
c) Outline THREE security measures against each of the following threats to computer security.
(i) Terrorist Attack
(ii) Fire (6 marks)

C4.

Discuss Intellectual Property under the following heading:

- i. Software piracy (7 marks)
ii. Patents and copyright law (6 marks)
iii. Electronic copyright (7 marks)

END OF PAPER
