COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NCIS 408: MANAGEMENT INFORMATION SYSTEMS

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2021

LECTURER: MR TIMOTHY MAKAMBWA

TIME: 5 HOURS

INSTRUCTIONS

Answer one question.

Start each question on a new page

Credit will be awarded for logical, systematic and neat presentations

QUESTION ONE

A1.

Your organisation, a retail company specialising in consumer electronics, wishes to replace the existing management information system (MIS) it uses for online sales reporting. The aim is to provide users with a seamless service over a variety of web clients and platforms.

a) Discuss THREE design considerations which will be critical to the success of this ambition.

(12 marks)

b) Write a report which introduces non-technical Board members to the concept of the new MIS information system and explains how it will be designed to ensure the system is successful.

(13 marks)

A2.

You are the newly appointed Project Director of a company which has operated in the Information Technology (IT) industry for nearly 50 years. When you take up your post, you are surprised to find that the organisation does not use one of the standard project management methodologies but, instead, relies on a series of processes developed in-house over several decades.

With the aid of THREE specific examples, discuss whether or not you should seek to change the policy of the organisation and move to a standard project management methodology.

(25 marks)

A3.

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)

A4

Discuss the key similarities and differences between **EACH** of the following pairs of MIS-related concepts:

a) Enterprise Resource Planning (ERP) data repository and Data Mart. **(7 marks)**

b) Decision Support System (DSS) and Group Decision Support System (GDSS). **(6 marks)**

c) Data mining tool and On-Line Analytical Processing (OLAP) tool. **(7 marks)**

d) Software as a Service (SaaS) and virtual organisation. **(5 marks)**

QUESTION TWO

B1.

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

Discuss and justify the extent to which you agree or disagree with the above statement.

(25 marks)

B2.

Cloud computing is making considerable progress into areas of Management Information Systems (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)

B3.

End user computing is a long established part of the culture in the company you have just joined as Head of MIS. While you knew this before taking up the post, you are surprised by the extent to which the company relies on departmental spreadsheets and databases that have been developed over many years by various teams in the organisation.

a) Define end user computing. **(5 marks)**

b) Describe five success criteria for end user computing. **(10 marks)**

c) Discuss how the success of end user computing could be measured. **(10 marks)**

B4.

According to Turban et al. (2011), Business Performance Management (BPM) can be seen to be the convergence of Corporate Strategic Planning and Business Intelligence (BI).

a) Provide an overview of the key steps within a Corporate Strategic Planning process, identifying any strategic planning techniques that could be employed. **(15 marks)**

b) Describe a suitable BI system that could be used directly by a senior manager to monitor company progress towards achievement of its corporate strategic plan. Include in your description an overview of its possible architecture and how the relevant information could be presented to the senior manager.

(10 marks)

QUESTION THREE

C1.

Explain each of the following concepts, evaluating their usefulness within the development of a data-oriented Decision Support System (DSS). Include an overview of the key features of a data-oriented DSS and support your answer with relevant illustrative examples.

a) Enterprise Resource Planning (ERP) system.
b) Prototyping.
c) Extract-Transform-Load (ETL) operations.

(25 marks)

C2.

With the aid of illustrative examples, explain each of the following concepts and how they interrelate.

a) Critical Success Factors (CSFs).
b) Key Performance Indicators (KPIs).
c) Electronic Dashboard.
d) Business Performance Management (BPM).

(25 marks)

C3.

a) Identify and justify five key attributes a project manager of a large BI system project should possess. **(15 marks)**

b) Describe the purpose of an MIS feasibility report and the key aspects that would be included within it. **(10 marks)**

C4.

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) CASE tools. **(7 marks)**

iii) Steering group. **(6 marks)**

b) Explain why top management support is vital for MIS project proposals. **(5 marks)**

END OF EXAMINATION