



OXFORD BROOKES UNIVERSITY

BACHELOR OF SCIENCE (HONS) COMPUTING AND INFORMATION SYSTEMS

BACHELOR OF SCIENCE (HONS) INFORMATION SYSTEMS AND SOFTWARE ENGINEERING

AUGUST 2006 EXAMINATION

15th AUGUST 2006

M7011: MANAGEMENT INFORMATION SYSTEMS

TIME : 2 Hours + 10 Minutes Reading

NUMBER OF PAGES : 1 Cover Sheet and 5 pages of Questions

INSTRUCTIONS:

- ☐ **ALL QUESTIONS** in **SECTION A** are **COMPULSORY** and choose any **THREE** questions in **SECTION B**.
- ☐ Section A carries 25 marks.
- ☐ All questions in Section B carry 25 marks each.
- ☐ Please start every question on a new page.
- ☐ Answers will not be marked if they are illegible.
- ☐ Enter the question numbers (in the order you have attempted) in the boxes provided in the answer script.
- ☐ Write your **INDEX NUMBER** and **MODULE NUMBER** on the cover page of the answer script.

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SECTION A

(Answer ALL questions in this section)

QUESTION 1

For **1a - 1j**, write the **Question No.** and **the most suitable answer** (e.g. a or b or c or d) only.

[Question 1a to 1j: 1 mark each]

1a) Systems design :

- a. describes what a system should do to meet information requirements
- b. shows how the new system will fulfill the information requirements
- c. always tries to increase precision
- d. includes the testing phases

1b) The principal concern of these information systems is to match changes in the external environment with existing organizational capability:

- a. strategic-level systems
- b. knowledge management systems
- c. operational-level systems
- d. management-level systems

1c) The radical redesign of business processes is:

- a. rationalization of procedures
- b. paradigm shifts
- c. accessibility and empowerment
- d. business process reengineering

1d) _____ are designed to support organization-wide process coordination and integration.

- a. Decision-support systems
- b. Management information systems
- c. Strategic planning operations
- d. Enterprise applications

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- 1e) Allocating resources, developing short-range plans, and monitoring the performance of departments is the concern of this level of management:
- a. senior
 - b. middle
 - c. operational
 - d. knowledge
- 1f) Two principal methodologies for establishing the essential information requirements of the organization as a whole are:
- a. personal interviews and critical success factors
 - b. enterprise analysis and systems analysis
 - c. object-oriented design and systems analysis
 - d. enterprise analysis and critical success factors
- 1g) All of the methods, policies, and organizational procedures that ensure the safety of the organization's assets, the accuracy and reliability of its accounting records, and operational adherence to management standards refers to:
- a. legacy systems
 - b. SSID standards
 - c. vulnerabilities
 - d. controls
- 1h) ERP stands for
- a. Enterprise Requirement Processing
 - b. Enterprise Resource Planning
 - c. Enterprise Retail Processing
 - d. Efficiency Requirement Processing
- 1i) Members of the organization use intranets to create:
- a. a collaborative environment
 - b. new services for customers
 - c. a supply chain
 - d. an organization requiring fewer middle managers

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1j) An organisational unit whose focus is on helping users become more computer literate and helping them develop their own computer-based system is a (an)

- a. Information center
- b. MIS department
- c. Data processing department
- d. None of the above

[TOTAL MARKS FOR QUESTION 1: 10 MARKS]

QUESTION 2

The creation of a mission statement and strategic goals is not the responsibility of the chief information officer. However, he or she does have an important role to play. Describe and analyse the role of the CIO in this regard.

[5 marks]

[TOTAL MARKS FOR QUESTION 2: 5 MARKS]

QUESTION 3

Outsourcing information systems development is widespread nowadays. Discuss *five* major risks an organisation might face when outsourcing the information systems projects.

[10 marks]

[TOTAL MARKS FOR QUESTION 3: 10 MARKS]

[TOTAL MARKS FOR SECTION A: 25 MARKS]

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Section B

(Answer any THREE questions)

QUESTION 4

Answer the questions (*Qn. 4 a to Qn. 4 c*) based on the application scenario.

NewWorld provides logistic services for businesses that wish to ship the packages between Singapore and the regions. The owner, James, keeps all his business information (including his client information, shipping schedule, order received, and billing information etc.) in a spreadsheet file on the only personal computer in his office. All other company staffs (only 5 in total, including James) can access the personal computer when they require the information or need to update it. Backup is done non-regularly by James when he is not busy.

- 4a) List *five* potential risks face by James for his unprofessional information system. [5 marks]
- 4b) Peter has learnt the strategic uses of e-commerce system, give *three* compelling arguments that Peter might use to convince James to invest in e-Commerce services. With what *two* main issues could the James counter Peter's advice? [10 marks]
- 4c) Describe *three* business-related steps and *two* technical steps in the process of building a successful Web site. [10 marks]

[TOTAL MARKS FOR QUESTION 4: 25 MARKS]

QUESTION 5

- 5a) What is an enterprise system? Discuss *three* benefits of enterprise systems. Briefly describe *three* challenges of enterprise systems. [13 marks]
- 5b) Management of Information Systems (IS) poses a series of difficulties to modern IS managers. Give *four* reasons and discuss. [12 marks]

[TOTAL MARKS FOR QUESTION 5: 25 MARKS]

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QUESTION 6

- 6a) Discuss *four planning and implementation* issues that is particularly important for an Executive Support System (ESS). [10 marks]
- 6b) Describe *five* types of information that data mining can produce. Give *an* example of each one. [15 marks]

[TOTAL MARKS FOR QUESTION 6: 25 MARKS]

QUESTION 7

- 7a) Describe *four* major stages involved in Information System (IS) risk management and provide an example for each stage. [12 marks]
- 7b) Discuss *four* issues of security challenges on the Internet as that issue applies to the global enterprise and list *five* Internet security challenges. [13 marks]

[TOTAL MARKS FOR QUESTION 7: 25 MARKS]

[TOTAL MARKS FOR SECTION B: 75 MARKS]

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