

THE OPEN UNIVERSITY OF SRI LANKA  
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC  
ADMINISTRATION PROGRAMME  
FINAL EXAMINATION – 2018 DECEMBER  
MCP1601 / MSP9301 – MANAGEMENT INFORMATION SYSTEMS  
DURATION: THREE (03) HOURS



DATE: 27.12.2018

TIME: 09.30 am – 12.30 pm

**Instructions:**

Answer any FOUR (4) questions.

Answers should be methodical and focused.

**Question 1**

- (a) Discuss with appropriate examples, the role of 'information systems' and 'information technology' in supporting to achieve organizational goals and objectives. (15 marks)
- (b) Examine the role of information systems as an enabler to improve business processes of an organization. (10 marks)
- (Total 25 Marks)**

**Question 2**

- (a) Examine with examples role played by different information systems that functions in different management levels in improving the organizational performance of a business. (15 marks)
- (b) Discuss why many firms prefer to implement Enterprise Resource Planning (ERP) systems in place of large number of information systems that operate at different management levels and functional areas. (10 marks)
- (Total 25 Marks)**

**Question 3**

- (a) 'Porter's Five forces Model shows that different forces a business organization has to manage when operating.' Examine with examples, how information technology can be used to alter the relationships between a business organization you are familiar with and its five forces. (15 Marks)
- (b) Explain why aligning information technology with business objectives is essential for strategic use of information technology/ Information systems in a business organization. (10 Marks)
- (Total 25 Marks)**

**Question 4**

- (a) Identify THREE (3) information technology infrastructure components and discuss the role they play in providing a reliable information technology-based service for a business organization. (15 marks)
- (b) Discuss how 'Green IT' practices a business organization can implement in order to be more socially responsible when using information technology. (10 marks)

**(Total 25 Marks)**

**Question 5**

- (a) Discuss any THREE different outsourcing options available for a business organization when managing its information technology infrastructure and information systems. Also discuss the potential benefits and challenges associated with each outsourcing option you have identified. (15 marks)
- (b) The senior management of a mid-size business organization is assessing the state of their information systems and other related information technology-based systems. One of the main objectives of the exercise is to improve the quality of service they provide, both internally and externally. Chief Information Officer (CIO) of the company thinks that some of their legacy systems such as accounting, payroll, customer service management, etc. need to be replaced. She is also interested in outsourcing as a way to manage cost while improving quality of service.

You have been appointed as a consultant to advise the management.

Recommend an outsourcing option to CIO from the options you have identified from (a) above. Justify your answer. (10 marks)

**(Total 25 Marks)**

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