

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF COMPUTER SCIENCE
B.Sc. DEGREE PROGRAMME 2016/2017
FINAL EXAMINATION
CPU3148: MANAGEMENT INFORMATION SYSTEMS
DURATION: TWO HOURS ONLY (2 HOURS)



07th January, 2018

Time: 1.30 p.m. to 3.30 p.m.

Answer **FOUR** Questions **ONLY**.

Q1)

- a) *"Information systems provide a competitive advantage (Strategic opportunity and advantage) for businesses"*. Comment on this statement.
- b) What are the three dimensions of information system management? Select one (01) dimension and explain its impact on information systems?

Q2)

- a)
 - i. How does a management information system (MIS) obtain the required information?
 - ii. Describe how MIS helps to do planning, controlling and decision making.
- b)
 - i. Briefly explain what a Decision Support System (DSS) is?
 - ii. Why some DSS need external information in addition to internal information?

Q3)

ABC (PVT) LTD is a computer hardware manufacturing company. They deliver the manufactured items to their distributors as per orders received.

- a) Company management always complain about the delayed happening at the item manufacturing to loading stage. Therefore, they need to monitor the stage of each item in the process (Ex:- They need to know "From 10.00 am to 11.00 am, Item0033 of customer order 001 at packing stage"). As an IT manager, suggest an IT based solution for the company to track the items.
- b) Rather than tracking up to loading stage, they also need to track their delivery vehicles from warehouse up to the distributors' location. How you extend the above mentioned system up to that level? Identify the features that you can provide within the solution.

Q4)

- a) Systems are vulnerable. Briefly describe three (03) solutions that you can provide to your company as an IT Manager to overcome vulnerabilities. Write the solutions in a priority order and give reasons for your ordering.
- b) Case Base Reasoning (CBR) is one of a method used in expert systems. Explain what is CBR and usage of it.

Q5)

- a) Internet is a powerful tool used by many companies for their businesses. Assume that you have been an owner of a retail shop (B2C).
 - i. Your idea is to create an e-commerce site for the business. Explain benefits of having an e-commerce site?
 - ii. Can you extent your B2C business into B2B through the site?
- b) XYZ Company uses a traditional file management system to handle information. Employees complain regarding inefficiencies of the current system. As the IT manager of the company, you suggest that an automated system with relational database management system (RDBMS) can be implemented to manage information. Discuss advantages of the automated system when compared to the current system.

Q6)

- a) A company is planning to outsource their software development related activities. They have two options. First one is to select a company within the country (onshore). The other option is to select an overseas company (offshore). If you are the IT manager of the company, what would be your choice? Give reasons.
- b) Application controls are really essential to minimize the errors and security issues, in software developments. Explain four (04) controls we can use and how?

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