THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF COMPUTER SCIENCE
B.Sc. DEGREE PROGRAMME 2019/2020
FINAL EXAMINATION
CPU3148/CSU5303: MANAGEMENT INFORMATION SYSTEMS
DURATION: TWO HOURS ONLY (2 HOURS)

Date: 9ᵗʰ January, 2020   Time: **1.30 p.m. to 3.30 p.m.**

Answer Four (04) Questions Only

Q1)

    a) What are the four (4) main Informtion systemtypes used in organizations?

    b) Give four (4) characteristics of information and describe 2 of them.

    c) Briefly describe how information systems help to address the unstructured questions of thetop level management.

Q2)

    a) What are the three (3) steps in decision support system (DSS)?

    b) Give three (3) examples of TPS used in an organization.

    c) *"Most of the information available in (Management Information System)MIS and (Decision Support Systems) DSS is sourced from (Transational Process System) TPS"*. Do you agree with the above statement? Explain with examples.

Q3)

    a) Give five (5) different services offerd by Internet.

    b) Give three (3) widely used communication media and describe one of them.

    c) As an IT manager, you must have to explain the benefits of the Client Server architecture towards your Organization. Describe how you going to explain it to your managements?

Q4)

The management of ABC Company decided to introduce work from home facility to their employees.

    a) Give four(4) types of threats that such an organization may face.

    b) List three (3) types of controls that a company can introduce to secure its environment and explain one (1) of them?

c) The company needs to share some important sensitive documents while its employees are working from home. They have more concern about the security of their documents when they go online. The IT department chose the Symmetric Encryption as the solution. Do you agree with them? Elaborate your answer.

Q5)

a) Why do large organizations use ERP to manage their processes?

b) What are the key steps associated with the Knowledge Management Value Chain?

c) A system used by an organization contains several problems when their users handle it. Some people are well aware of those problems and know how to handle them and some do not. Therefore, the company plans to introduce a new method of identifying and providing solutions to the problem. As an IT manager, suggests a solution to overcome this problem and explains it?

Q6)

a) What are the five (5) moral dimensions of the information age?

b) What are the six (6) system development activities associated with software development?

c) Assume your Organization has received a new IT project and you must deliver it in a short time period. However, there are not enough resources that you can allocate to the project. Therefore, the company informs you to outsource the project to a different company. As the IT manager of the organization, what is your opinion?

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