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**The Open University of Sri Lanka**  
**Faculty of Natural Sciences**  
**B.Sc/ B. Ed Degree Programme**



<b>Department</b>	: Computer Science
<b>Level</b>	: Level 05
<b>Name of the Examination</b>	: Final Examination
<b>Course Title and - Code</b>	: Management Information Systems – CSU5303
<b>Academic Year</b>	: 2020/2021
<b>Date</b>	: 21.12.2021
<b>Time</b>	: 01.30 p.m. – 03.30 p.m.
<b>Duration</b>	: 02 Hours

**General Instructions**

1. Read all instructions carefully before answering the questions.
  2. This question paper consists of **SIX (06)** questions in **02** pages.
  3. Answer **FOUR (04)** questions only. All questions carry equal marks.
  4. Answer for each question should commence from a new page.
  5. Draw fully labeled diagrams where necessary.
  6. Involvement in any activity that is considered as an exam offense will lead to punishment.
  7. Use blue or black ink to answer the questions.
  8. Clearly state your index number in your answer script.
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Q1).

- a) List down four (4) types of electronic payment methods.
- b) Describe five (5) characteristics of Information.
- c) *“Firms that invest wisely in information technology will experience continued growth in productivity and efficiency”* Do you agree with this statement? Elaborate your answer.

Q2).

- a) List four (4) types of Internet base business models.
- b) What are the three (3) main categories in Information systems that serve different organizational (management) levels? Describe one of them.
- c) As an IT manager, elaborate on the importance of TPSs (Transaction Processing Systems) to your management team.

Q3).

- a) List five (5) moral dimensions of the Information Age.
- b) *“Information technology has made it difficult to protect intellectual property because computerized information can be so easily copied or distributed on networks”* What are the three (3) ways available to protect intellectual properties? Describe one of them.
- c) At present, your company is not using a centralized database system to protect the important data (using Traditional File system). There are lots of drawbacks related to the current system due to its limitations. As the company IT manager, *propose the company a new DBMS solution to overcome their existing issues.*

Q4).

- a) List down five (5) threats encounter by information systems.
- b) List the main activities involved in Knowledge Management. Describe one of them.

- c) One of the systems that is used by your company has a lot of unknown issues. Only two employees in your company know how to manage it. The organization may not be able to manage these issues, if they leave the organization. As an IT manager, you must *suggest a solution to capture their knowledge to store and access later* when required.

**Q5).**

- a) What are the three (3) phases involved in the decision making process?
- b) What are the structural and organizational changes, that is enabled by information technology, while redesigning the organization? Describe one from the list.
- c) During the pandemic period, your organization has encountered many challenges relating to managing work related activities such as communication, assigning work, track the progress, measuring performance management, etc. As an IT manager, suggest one or more suitable solutions for your organization to overcome such challenges.

**Q6).**

- a) A client computer connecting to the Internet has access to a variety of services. List five (5) services offered by the Internet.
- b) List major activities involved with the System Developments. Describe one of them.
- c) You are working as an Software Architect for a software development company. After analyzing the customer requirement, you found that they do not have a clear idea about the requirement. However, they need a solution within a limited time frame. As an architect, which of the following development approaches are you planning to use for this project? Elaborate your answer.
- I. Traditional System life cycle
  - II. Prototyping

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