

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
BACHELOR OF INDUSTRIAL STUDIES
FINAL EXAMINATION-2009/2010
MEX 5257 – INFORMATION SYSTEMS MANAGEMENT



DATE : 11th March 2010
TIME : 0930hrs –1230hrs
DURATION : 03 hours

INSTRUCTIONS:

- (a) Answer any five (05) questions only.
(b) All questions carry equal marks.
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- 1) Describe the terms IT Strategy and IS Strategy identifying the key differences between them.
A Bank decided to introduce utility bill payment services to its customers through their well established network of ATM's.
Would you classify this as IS Strategy or IT Strategy? Why?
- 2) How can information systems support a company's business operation and decision making by their managers? Provide an example of an IS facility available in your organization/any other organization which you think is strategic for the development of the organization's business. Why do you think it is strategic and what benefits does it bring to your business?
- 3) Differentiate between systems software and application software. What capabilities and features do you expect to see in future software packages?
- 4) The internet-worked enterprise is the best model for the business use of information technology into the 21st century. Do you agree?
- 5) If you use e-mail, internet chat, news group or any other discussion forum known to you, how far your communication requirements and collaborative capabilities are achieved with any one of these tools?
- 6) Are you interested in owning, managing, working for or investing in a business that is primarily engaged in electronic commerce on the internet? Explain your answer.
- 7) What is a database? Explain the advantages of a database management system to a business organization.
- 8) List major components of a contemporary personal computer. What are the latest communication facilities that are available in such a computer?

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