

THE OPEN UNIVERSITY OF SRI LANKA
 DEPARTMENT OF MATHEMATICS AND COMPUTER SCIENCE
 B.Sc. DEGREE PROGRAMME 2012/2013
FINAL EXAMINATION
CPU3148: MANAGEMENT INFORMATION SYSTEMS
DURATION: TWO HOURS ONLY (2 HOURS)



17th December, 2013

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

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

Q1).

Discuss, with examples, the internal and external factors that an organization should take into account when producing the organizations IS strategy?

Q2).

Following a successful trial, an insurance company is considering to use teleworking for most of its' IS and clerical staff. From an MIS perspective, discuss the economic, technical, social, political and environmental issues that need to be considered before introducing teleworking.

Q3).

- a) Outline why it is important for a company to ensure that any MIS development is in line with corporate strategy.
- b) Explain how Executive Support System (ESS) can be used by senior management to monitor the achievement of current corporate strategy.

Q4).

A new Decision Support System (DSS) is required to support production decisions within a large soft drinks manufacturing company. The DSS will incorporate a simulation model of the production process.

- a) Outline the principal advantages and disadvantages of the soft drinks manufacturing company's DSS being used directly by the production manager rather than a junior member of the production manager's staff.
- b) Provide a brief description of Enterprise Resource Planning (ERP) systems and explain the benefits of linking DSS with ERP system?

Q5).

A company's main customer information system has been in reliable operation for many years but its limitations are now restricting business growth. In particular, the company wishes to provide a Web based ordering system but the existing customer information system is a barrier to this development

- a) Describe FIVE redesigning options the organization can do to improve the functionality of this legacy system.
- b) Describe the security threats associated with any Web based system and the countermeasures which you would recommend.

Q6).

- a) Briefly describe all the steps involved in systems development process.
- b) Briefly explain with examples the difference between Traditional life cycle development and Prototyping.
- c) What is an "Application Software Package"? State advantages and disadvantages of an "Application Software Package"?
- d) Describe "End user development" and state one advantage and disadvantage of it.

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