THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF MATHEMATICS AND COMPUTER SCIENCE
B.Sc. DEGREE PROGRAMME 2015/2016
FINAL EXAMINATION
CPU3148: MANAGEMENT INFORMATION SYSTEMS
DURATION: TWO HOURS ONLY (2 HOURS)

10th January 2017	Time: 1.30 p.m. to 3.30p.m.

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

Q1)

a) Using diagrams, describe four major types of system that function in an organization.

b) How does Decision Support Systems (DSS) obtain their Data from Management Information System (MIS)?

Q2)

a) Briefly explain five (05) commonly used Internet business models.

b) Briefly explain three (03) categories of e-commerce.

c) Briefly describe five (05) e-commerce payment systems.

Q3)

a) Chief Technology Officer (CTO) of ABC company never believes that information systems they use at present face multiple threats. As the IT manager, explain to CTO about the threats the information system of ABC company are facing.

b) "Access control consists of all the policies and procedures a company uses to prevent improper access to systems by unauthorized insiders and outsiders". Based on this statement, suggest a better Access Control System for the company by explaining the benefit/s of it? (Give a simple solution)

Q4)

a) The human resource team of a company claims about their employee turnover is drastically increased and people who have newly joined the company has no way to grab their knowledge back. As the IT manager, explain about a system that can keep knowledge of the company.

b) Briefly explain;

    a. Fuzzy logic

    b. Neural Network

    c. Intelligent Agent

Q5)

    a) Using a diagram, briefly describe major activities involved in systems development.

    b) Explain two (2) different "Systems development" approaches.

    c) "Organizing the IT function" of a company may differ from company to company. Explain an IT structure of a company that related to "Organizing the IT function".

Q6)

    a) Explain why larger companies use Enterprise Resource Planning (ERP) systems?

    b) A **Non** IT Company plan to **outsource** their software requirements to a different IT company. IT manager plan to keep only a software functional team within the organization with technical consultants. What are the advantages and disadvantages of this?