

The Open University of Sri Lanka
 PG Diploma/MTech, Apparel Production and Management
 Department of Textile Engineering
 TTI7153 – Management Information Systems
 Final Examination 2012/2013



Date: 2nd August 2013

Time: 9.30 – 12.30hrs

Note: The first question is a compulsory question. Altogether you have to answer SIX questions only.

Q1. Read the case given below and answer the questions.

ABC Textile is a large Garment Factory with nearly 50 factories operating in different countries around the globe with a large work force. These factories undertake different orders as well as parts of the same order distributed among different factories.

Each factory has its own intranet and connects with other factories through the extranet. The head office maintains a web interface also. The Intranet serves the internal workers of a factory through a comprehensive Management Information System. The extranet allows the other sister factories, business partners, suppliers, merchandisers etc. to interact. These parties require access to valuable and secure information such as transaction status, goods required, details on payments, bidding information etc. Web presence is required to build the image of the factory as well as to attract orders.

Since ABC Textile is a multi-national company with a diverse workforce it takes maximum effort to maintain ethical, legal and security issues.

- (i) To reduce the workload of handling the routine work of employees some of personal data handling is delegated to employees via their user accounts. State few such activities and describe positive and negative impacts of those activities. [8 marks]
- (ii) Identify the benefit of the extranet to the company. [5 marks]
- (iii) Though having a web presence is beneficial there can be lot of security threats. Describe three such threats and explain how you can overcome those. [6 marks]
- (iv) Describe the positive and negative implications of having such a large integrated information system from managerial perspectives. [6 marks]

Q2.

- (i) Briefly explain the importance of having an information system in an organization giving a real world example. [4 marks]
- (ii) Discuss how change in IT technology has changed the mode of doing business in the current world. [5 marks]
- (iii) Customer Relationship Management (CRM) has taken a new phase with the developments in IT compared to traditional approach. Compare and contrast the new approaches with the traditional approaches. [6marks]

Q3.

- (i) State the major types of information systems that can be in an organization and briefly describe two systems describing their functionality. [5marks]
- (ii) Describe how information technology has changed the value chain in a business process in a more sophisticated and in a beneficial way. [5marks]
- (iii) Describe how Information Technology has changed the structure of organizations. [5marks]

Q4.

With the development of new Information Systems, many issues related to ethical, social and political are raised in the society.

- (i) Describe the basic ethical concepts that one has to maintain when using Information Systems. [5marks]
- (ii) Describe the moral dimensions of Information Systems with respect to above issues. [5marks]
- (iii) Describe the measures of precautions that need to be considered in Information Systems from managerial perspective. [5marks]

Q5.

- (i) Explain in your own words what a computer system is. [2marks]
- (ii) State the components of a computer system and briefly explain two components. [6marks]

- (iii) Briefly explain the two (02) processing mechanisms in a computer system. [4marks]
- (iv) State the three (03) types of network topologies and describe one topology. [3marks]

Q6.

- (i) Compare and contrast a database management system with a manual file processing system. [5marks]
- (ii) Describe two trends in Databases. [5marks]
- (iii) Describe why there has to be a reliable and a sophisticated database system integrated to a MIS. [5marks]

Q7.

Emergence of e-commerce has drastically changed the way of doing business.

- (i) Describe the unique features of an e-commerce site. [4marks]
- (ii) Describe the basic categories of e-commerce sites. [5marks]
- (iii) Recalling an e-commerce site that you have visited describe the methods that has been adopted in that site to make you feel free and secure. [6marks]

Q8.

- (i) Describe how knowledge management has become more easy and reliable with present Information Systems. [5marks]
- (ii) Describe how change management has influenced on the success/failure of an Information System. [5marks]
- (iii) Briefly describe why portfolio analysis is a good approach to balance a number of strategies in an organization. [5marks]