The Open University of Sri Lanka
Faculty of Natural Sciences
BSE Honours Degree Programme

Department	: Computer Science
Level	: 3
Name of the Examination	: Final Examination
Course Title and - Code	: Fundamentals of Information Systems – ISU3300/ISI3376
Academic Year	: 2022/23
Date	: 21/10/2023
Time	: 1.30pm – 3.30pm
Duration	: Two (02) hours

General Instructions

1. Read all instructions carefully before answering the questions.
2. This question paper consists of **four (4)** questions in **two (2)** pages.
3. Answer all **four (4)** questions. All questions carry equal marks.
4. Answer for each question should commence from a new page.
5. Draw fully labelled 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 pen to answer the questions.
8. Clearly state your index number and registration number in your answer script.

QUESTION 1

1.1) Define the term **Information**. Differentiate between **Qualitative Data** and **Quantitative Data** using a table. (8 marks)

1.2) Define the following characteristics of Information. (2*3 = 6 marks)
- i) Economical
- ii) Reliable
- iii) Timely

1.3) Briefly explain the term **Knowledge**. (5 marks)

1.4) Briefly describe the following components of Information Systems. (2*3 = 6 marks)
- i) Processing
- ii) Output
- iii) Feedback

QUESTION 2

2.1) Give two (2) advantages and two (2) disadvantages of **Manual Information Systems**. (2*4 = 8 marks)

2.2) Name three (3) components of **Computer Based Information Systems**. (2*3 = 6 marks)

2.3) Give two (2) advantages and two (2) disadvantages of **Computer Based Information Systems**. (2*4 = 8 marks)

2.4) Name any three (3) of the competitive forces from **Porter's Competitive Forces Model**. (3 marks)

QUESTION 3

3.1) Briefly describe following critical areas of **E-Business**. (2*3 = 6 marks)

i) Online Stores
ii) Online Marketplace
iii) Online Communities

3.2) List five (5) benefits of using Enterprise Resource Planning (ERP) systems. (5 marks)

3.3) Define the following tiers under **Enterprise-wide Information Systems**. (2*3 = 6 marks)

i) Operational Management
ii) Tactical Management
iii) Strategic Management

3.4) Differentiate between **Centralized vs. Decentralized Organizational Structures**. (8 marks)

QUESTION 4

4.1) Define the following terms under **Poter's Value Chain**. (2*3 = 6 marks)

i) Inbound logistics
ii) Operations
iii) Service

4.2) Define the term **downsizing** under Strategic Approaches of Organizations. (4 marks)

4.3) Explain how to calculate the **bottom line** of a company. (5 marks)

4.4) Discuss the abilities you can develop by learning Information Systems. (10 marks)

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