THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC ADMINISTRATION
FINAL EXAMINATION – 2016
MCP1601 – Management Information Systems

Duration: 3 hours

DATE : 03.12.2016	**TIME : 9.30 am – 12.30 pm.**

Instructions:

Answer any four (4) questions. All questions carry equal marks.

Illegible handwriting is liable to lose marks.

This question paper has two pages and have 5 questions.

Question 1

Many organizations have chosen the concept of "outsourcing" for implementing information systems such as Management Information Systems, Decision Support Systems, but have found problems in the process. Some organizations have moved to "in-house developments" to overcome these problems, but again there are various problems faced in "in-house developments" as well.

a) Explain the problems related to outsourcing. (5 marks)

b) Explain the measures that should be taken to overcome the above mentioned problems in outsourcing. (5 marks)

c) Explain the problems in "in-house developments". (5 marks)

d) Explain the measures that should be implemented to overcome the above said problems in "in-house developments". (5 marks)

e) "Free and Open Source Software" and "Commercial Software" are two possible software choices when it comes to implementing a MIS. Discuss the differences between the two choices. Discuss the advantages and disadvantages of each approach. (5 marks)

[Total: 25 marks]

Question 2

a) Explain Business Process Reengineering (BPR) used at organizations. Describe the situation when BPR is used in an organization. (5 marks)

b) Business to Business (B2B), Business to Consumer (B2C) and Consumer to Consumer (C2C) are three different Business Models. Describe each model with an example for each. (6 marks)

c) Discuss the role and the impact made by the Internet, in the above Business Models. (4 marks)

d) Assume that you have been appointed as a project manager to introduce and develop a new MIS to your company. You are required to describe the benefits of following the Software Development Life Cycle (SDLC) when implementing a MIS for an organization. (5 marks)

e) Discuss the difference between using traditional file based data storage and using a Database Management System (DBMS) when implementing a MIS for an organization. Explain the advantages and disadvantages of the above approaches. (5 marks)

[Total: 25 marks]

Question 3

a) The pace of technology-fueled business innovation is accelerating, and enterprise architects can take a leading role by helping their firms identify opportunities for smart investments. Critically analyse the architectures of emerging technologies and discuss its biggest impact. (10 marks)

b) Explain the difference between using a Traditional Application Server or Virtualization, in implementing a new MIS. (10 marks)

c) Critically assess the advantages of Virtualization. (5 marks)

[Total: 25 marks]

Question 4

a) Susan Lopez was promoted to be a director of the transportation department in a medium-size advertising agency. She controlled the following vehicles: 17 cars, 15 vans and 3 lorries. The previous director was sacked because there were too many complaints concerning not getting vehicles when needed. Susan was told not to expect any increase in budget for the next two years (no replacement or additional vehicles). Susan's main job was to schedule vehicles for employees and to schedule the maintenance and repair of the vehicles. All this was accomplished manually.

Construct a rich picture on the given scenario that gives a pictorial description of the situation under investigation. You are permitted to make relevant assumption to complete the rich picture. (15 marks)

b) Write the CATWOE and Root definition for the above. (5 marks)

c) Briefly discuss the concept of Internet of Things (IoT) and the importance of usage of it in implementing a new MIS. (5 marks)

[Total: 25 marks]

Question 5

a) Explain what is meant by Balanced Scorecard. Describe the four Perspectives of Balanced Scorecard, including the possible Performance Measures for each Perspective. (15 marks)

b) Explain why you would use a Balanced Scorecard, before implementing the MIS at your business organization. (10 marks)

[Total: 25 marks]

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