

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION 2006

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I
DEGREE AND YEAR DCOM III IDE
COURSE NUMBER: BA 311-11
TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: 1 THIS PAPER CONSISTS OF SECTIONS (A) AND (B)
2. THE CASE STUDY SECTION (A) IS COMPULSORY
3. ANSWER ANY TWO QUESTIONS FROM SECTION B.

Note MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY PRESENTATION OF WORK

THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A

Werner Merchandise, Inc is a catalog firm that provides a variety of stock, for the home gardener, such as kneeling pads, wind chimes, garden statuary and garden tools. The company sells directly to the home gardener by taking mail and phone orders.

Werner Merchandise purchases the merchandise it resells from other firms both within Africa and internationally. At present, the company's purchase order system is completely manual and management is considering automating the purchase order system to increase the speed of processing. A copy of the manual purchase order system is shown below. If the purchase order system is computerized and the fields in the manual purchase order are used for the computerized purchase order record then

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WERNER MERCHANDISE

DATE:.....

SHIP VIA;.....

VENDOR NO:.....

TERMS:.....

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Quantity	Stock No	Description	Unit Price
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Purchasing Agent.....

Werner Merchandise

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- a) What input controls might be considered for the fields in the purchase order record? 10 marks
- b) What access control might the firm consider for its purchase order records? 10 marks
- c) What additional controls might the firm consider for its purchase order records? 10 marks
- d) Does automation of the purchasing system pose any ethical issues to the company? 10 marks
- e) What causes systems failure? 10 marks

SECTION B

Answer any two questions from this section

Question 1

A small equipment hire company is considering its information systems strategy. A consultant has produced a comprehensive requirements specification which is now being used to select appropriate software. Two alternatives are currently being examined.

The first proposal is from a company that has suggested that their software package fulfils 90% of the company's requirements. They have proposed that the company purchases the package and that further work is commissioned to tailor it to the company's specific requirements.

- a) Briefly explain three (3) advantages of adopting a software package . 6 marks
- b) Comment on any dangers you can see in accepting the proposal of tailoring the package to the company's specific requirements. 7 marks
- c) The second alternative is to commission a local software house to build a tailored solution. The software will be designed to fulfill the exact needs of the hire company. Briefly explain three (3) advantages of adopting such a tailored solution to the company's requirements. 7 marks
- d) Define and explain the term decision support system. 5 marks

Question 2

a) Evaluate the strengths and weaknesses of the four main strategies for information systems conversion. 10 marks

b) Which conversion strategy would you use for each of the following? Give brief reasons for your answers.

-A transaction tracking system for the purchase and sale of stocks on the Johannesburg Stock Exchange.

-A monthly batch system to record student attendance data of 2000 students in a high school

-A process control system on a chemical plant

-A corporate accounting system that will tie together local general ledger systems from operating units. 10 marks

c) What strategies can be used to overcome user resistance to system development projects? 5 marks

Question 3

A well organised and efficiently run computer department serving the needs of a typical target business should have administrative, systems development, and processing controls in place

a) Define the areas covered by each of these and examine the techniques used within each to ensure maintenance of the maximum feasible level of control. 10 marks

b) What strategies can be used to overcome user resistance to system development projects? 7 marks

c) What aspects of a database system are of particular importance from the point of view of control? 8 marks

d) Discuss the issues that arise in data conversion when. Moving from a current manual system to a computer system. 5 marks