

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION 2007

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I
DEGREE AND YEAR: DCOM III
COURSE NUMBER: BA 311/IDE
TIME ALLOWED: THREE (3) HOURS

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

Southern Oil Company uses the following credit card procedure. The customer presents a credit card to the service station attendant, who completes the invoice, giving one copy to the customer. Weekly the station manager batches the accumulated invoices, together with an adding machine tape, and sends them to the companies regional office. The company verifies the amounts, credits the stations account with the amount of the batch, and holds the invoices until the end of the month. At the end of the month, the company batches the invoices by customer number, microfilms them, adds the invoices to the customer account tape file, prints the monthly statement, and mails it to the customer together with the invoices. On receipt of the payment, the company verifies the amount of the check against the payment stub, batches the daily stubs by customer number, and subtracts the payment from the customer account on the tape file.

- i- a Why is it important to study and document the current physical system.? 10 marks
- b How does studying and documenting help you in developing a data flow diagram? 5 marks
- ii- Develop a logical data flow diagram for this case. 20 marks
- iii- What are the advantages of developing a logical data flow diagram for the proposed system.? 5 marks

SECTION B

Answer any three questions.

Question 1

- a. Discuss the different testing methods. 10 marks
- b. Explain the different types of documentation that are used at the implementation stage. 10 marks

Question 2

- a. Discuss the different views of a data base. 10 marks
- b. Name three factors that must be considered in determining whether an information system can be created using a Prototyping Software Package, or User Development. 10 marks

Question 3

Briefly discuss the stages in the Traditional Systems Life Cycle. 20 marks

Question 4

Themba Dlamini, a financial analyst at Mastapa Industries, would like to develop a profitability report showing the profit margins on scales for various product lines on a weekly basis. Current MIS systems show sales by product line this month versus last month, but existing reports do not calculate the profit margin on sales for various products. Themba believes that the profit margins on certain product lines are greater than the profit margins on others. The system he proposes would give sales managers information on product profitability and would enable them to promote the most profitable products. Themba wants to build a decision support system to examine product profitability.

- a. What steps should he take to develop such a system.? 10 marks
- b. What kind of assistance will he need.? 10 marks

Question 5

Discuss the strategies for decision making. 20 marks