

UNIVERSITY OF SWAZILAND
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
SUPPLEMENTARY EXAMINATION 2013

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS II

PROGRAM: BCOM 2 (FULL TIME)
DIP COM 4 (IDE)

COURSE CODE: BA216/ BA318

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***This section is compulsory***

Sipho Sibeko is confused. He has been researching software options but cannot decide among three alternatives. He has come to you for help.

Sipho started his search at Computers Made Easy (CME), a computer store in his office complex. He almost wished he had looked no further. Steve, the manager of CME appeared to be knowledgeable and listened attentively as Sipho explained his problems, needs and concerns. Steve stated that he had a series of software packages that would, with a few exceptions, come close to meeting Sipho's needs. He could fix Sipho up with both hardware and software, and Sipho could start implementing the package almost immediately.

Impressed but wanting to shop around, Sipho visited Custom Designed Software (CDS). After three hours, he left convinced that CDS could produce a program that was exactly what he needed. Cost and time estimates had not been established, but CDS assured him that the cost would be reasonable and that the programs would only take a few months to complete.

Seeking a third opinion, Sipho visited Modified Software Unlimited (MSU). The MSU representative said customized packages were very good but expensive, whereas canned software was inexpensive but rarely met more than a few needs. The best of both worlds could be achieved by having MSU modify the package that came closest to meeting Sipho's needs.

On the way back to his office, Sipho stopped by CME and asked Steve about customized software. Steve expressed enough concerns that Sipho came full circle, and began thinking canned software was best. Late that night, Sipho realized that he was not able to make an objective decision. He was swayed by whichever vendor he was talking with at the time. The next morning he called you for help.

Required:

- a. At Sipho's request, you agree to submit a report showing the advantages and disadvantages of each vendor's approach. Outline the report's contents identifying the advantages and disadvantages of each approach. (30)
- b. Recommend the course of action that you feel is best for Sipho and support your decision. (10)

Section B

Answer any three questions from this section

Question 1

Discuss five major factors that can cause failure of outsourcing contracts and suggest ways of overcoming these. (20)

Question 2

A number of employees in your organization have voiced their concern about the Information Systems Unit's inability to meet their needs. They are now opting to develop their own applications using the wide array of tools, some of which are also available from the internet. Discuss five risks of following this option. (20)

Question 3

Discuss the implications of applying each one of the four strategies for changing from an old system to a new one.

Question 4

Discuss security measures that should be employed to:

- a. Ensure the privacy of confidential information in real time processing systems and (14)
- b. Ensure that only authorized use is made of data within the information system. (6)