

UNIVERSITY OF SWAZILAND
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
MAIN EXAMINATION 2014

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

ASL Incorporated

ASL is a large manufacturer of microcomputer components. It operates plants in several countries including Swaziland, South Africa, Mozambique, Malaysia, and Mauritius. The products are marketed and distributed worldwide. As an integral part of its expansion , ASL intends to establish a web-based information system that will handle a variety of transactions (e.g., sales orders, purchasing, cash disbursements, payrolls), operations (e.g., manufacturing, warehousing, shipping), and management activities (e.g. planning new facilities, controlling inventories).

- a) What should be the attributes of ASL's Web-based information system? (15)
- b) What pitfalls should be avoided in developing ASL's Web-based information system? (9)
- c) How will the system be affected by the fact that ASL operates in different countries? (16)

SECTION B**ANSWER ANY THREE QUESTIONS FROM THIS SECTION**

Question 1

A systems analyst has just developed a design for a new production information system. She is justly proud of the design, since it is innovative and well structured. However the production manager and her employees are very critical of the new system and refuse to use it properly. Discuss possible reasons for such a negative reaction and steps that could have prevented it. (20)

Question 2

The University is in the process of changing its information systems and integrating them in all five campuses. Which mode of conversion would you recommend they use and why? (20)

Question 3

Discuss the major risk exposures to distributed computer networks and explain how they differ from the risk exposures to centralized mainframe computers. (20)

Question 4

Although DFDs are used to understand what data are produced by the system, they also provide some understanding of which processes (procedures) are involved to manipulate such data. Discuss using an example. (20)