

UNIVERSITY OF SWAZILAND
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
SUPPLEMENTARY 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.

KLM

KLM Electronics, a subsidiary of KD Electronics, is a retailer of home electronic items. KLM has grown rapidly in the past three years. Starting with a single store, there are now six stores in four towns employing 150 people. The most distant store is 135 kilometers from the home office.

Each store has two personal computers serving as cash registers that operate on-line via phone lines back to the main office. When clerks enter sales data, a receipt is printed and the cash drawer opened. Other operations including payroll, accounts receivable, accounts payable, purchasing and inventory are also computerized. All buying is done centrally at the main office.

An employee recently quit and took a copy of the price book containing price and cost information on all 1000 items carried in the stores. For the first time management has become aware of the need to provide security for sensitive information.

As a first step you have been called in to perform an internal audit/investigation of information security. Top management has promised full cooperation in this effort.

Required:

- i) What important questions should be asked of management concerning information security? (20)
- ii) Identify security risks posed by the use of online sales terminals (10)
- iii) For the risks identified in (ii) above, suggest a method of controlling the risk. (10)

SECTION B

Answer any three questions from this section.

Question 1

A firm's computer center is located next to the boiler room in the basement level of its corporate headquarters building. It is surrounded by large glass windows and has three entrances. What are the advantages and disadvantages of :

- a) Locating the computer center at the basement level? (8)
- b) Placing windows around the center? (8)
- c) Providing three entrances to the center? (4)

Question 2

When managers leave the firm and are replaced by other managers, the information needs often change even though the decisions to be made remain unchanged. What difficulties does this situation pose for a systems analyst or team during the analysis phase? (20)

Question 3

Discuss Computer-Aided Software Engineering (CASE) tools highlighting their importance and limitations in systems development. (20)

Question 4

- a) Discuss the importance of conducting comprehensive tests on new systems. How can new systems be tested? (14)
- b) Which sets of documentation should be prepared for new systems and why? (6)