UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION 2015

TITLE OF PAPER:      MANAGEMENT INFORMATION SYSTEMS II

PROGRAM:        BCOM 2 (FULL TIME)

                    BCOM 3 (IDE- NP)

                    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.**

During final testing directly before the launch of a new payroll system, the project managers found a problem. The prepackaged payroll system started doing the following:

- Writing cheques for negative amounts
- Printing cheques with names and employee numbers that did not match
- Making errors such as E8 per hour becoming E800 per hour if a decimal point was not entered
- Writing cheques more than a full year's salary

Fortunately, payroll was still delivered on time and only 1.5% of the cheques had to be reissued due to the problems with the system. Still the 1.5% of the payroll cheques had to be manually reissued every payday until the problem was solved.

Other problems were that no one made sure the system was compatible with the existing payroll database, and there appeared to be no formal transition between the development of the project and the implementation of the project. Also, the system was never run in parallel.

Although the programming manager lost his job, the payroll problems helped raise awareness of the company's growing dependence on IT. Lacking a major problem, there was a perception that the information system did not affect operations.

Required:

a) What does "the system was never run in parallel" mean? (5)
b) If the company had run the system in parallel, what should have occurred? (15)
c) What other testing methodologies could have been used by the firm? (10)
d) What other types of problems are evident from reading the case? (10)

## SECTION B

*Answer any three questions from this section*

Question 1

Discuss the precautions that an organization should take into account when outsourcing information systems work. (20)

Question 2

How can an organization determine if an information system is feasible or not? (20)

Question 3

Discuss the implications of users developing their own systems in an organization (20)

Question 4

Discuss the major factors that affect software acquisition. (20)