

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION PAPER – TUESDAY MAY 10, 2016

- TITLE OF PAPER** : **MANAGEMENT INFORMATION SYSTEMS II**
- DEGREE AND YEAR** : **B.COMM II /IDE LEVEL IV**
- COURSE CODE** : **BA 216 / IDE-BA216 / IDE-BA311-2**
- 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.

DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.

SECTION A

SYSTEMS ANALYSIS AT COMSOCIETY

COMSOCIETY (Pty) Ltd is a technologically driven start-up company operating in the distribution industry. It was founded in 2012 by a group of final year Commerce students. The company has a website where it advertises its merchandise as well as collects orders from customers. The company is looking at improving its systems and has hired Leon Mercy Associates (LMA) to help them with this process.

After doing a detailed analysis of business activities related LMA identified the following key business activities that happen at COMSOCIETY Order Processing Department during the order processing.

1. All customers have to register first, by providing their details such as name and surname, address etc. These customers are added to the customer master file. When customers are added to the master file, they are assigned a customer number, which is used when placing orders. COMSOCIETY then sends confirmation of registration which includes the customer number.
2. Once the customer has these details, they can then login and perform their order.
3. The company then processes the customer order. Processing the order includes the following steps;
4. Verifying that all customer information is correct including that the customer does have a customer number, as well as checking the current stock availability and prices from the Product Master file.
5. If the customer orders an item that is not available that information is sent to the Inventory Department, who will ensure that the item is replenished (*disregard how this department feeds back to the Order Processing department*).
6. All order information, including out-of-stock orders, is placed in the Pending Orders file.

7. Available item orders are sent to the Warehouse Department where they are filled. This Department then sends back a filled order form, whose information is included in the orders being shipped to customers.
8. A shipping statement is attached to the filled order. Mailing labels are prepared, and the order is shipped to the customer.
9. Order information is also used to produce a billing statement for customers.
10. Order information is also used to produce an accounts receivable report for the Accounting Department.

The orders are processed on a system called OrderPro.

Part of your responsibility as an associate at LMA is to do the systems analysis and develop all required documentation for the project manager to make informed decisions about helping COMSOCIETY improve its current systems.

1. Draw a context diagram for the Order Processing Department's System. **(10 marks)**
2. Draw a data flow diagram of the Order Processing Department's Systems. Note the following about this DFD.
 - a. Maximum number of processes – 9
 - b. Maximum number of data stores – 4
 - c. Maximum number of entities - 4
 - d. Use a number legend for your data flows so that your work looks neat. Do not forget to list your legend.
 - e. Preferably, your DFD must be in landscape layout.

(15 marks)

Total marks = 25 marks

SECTION B

Question 2

A number of factors affect whether a systems development project will succeed or not. Discuss any five (5) factors, explaining exactly how that factor can affect the systems development outcome. If possible, relate your factors to a failed project you came across.

Note: Number your factors for easy work layout. (25 marks)

Question 3

The negative effects of I.T as well as intellectual property on I.T artefacts (software / hardware) are two key issues that raise a number of ethical debates. Based on your understanding of the ethical debates around the two issues, discuss;

- a. Three (3) key points on the negative I.T effects, highlighting clearly where the ethical issue is. (12 marks)
- b. Three (3) key points on I.P as it relates to I.T artefacts, highlighting clearly where the ethical issue is. (12 marks)

Note: Number your points under each ethical issue for easy work layout. – 1 mark
(25 marks)

Question 4

MISQUOTE is a Projects Management Organisation that is currently working on four distinct IT projects, titled Project 1, Project 2, Project 3, and Project 4. Project 1 is a high structure-high technology project; Project 2 is a low structure-low technology project, Project 3 is a low structure-high technology project, and Project 4 is a high structure-low technology.

Explain Warren McFarlan's strategies for minimizing project risks, and using these four projects, highlighting specifically which strategies would be best for which project(s) and why. (24 marks)

Note: use this tabular layout – 1 mark

<i>Strategy</i> <i>1 mark each</i>	<i>Explanation of strategy</i> <i>- 2marks each</i>	<i>Which project(s) it would suit –</i> <i>1 mark each</i>	<i>Rationale – 2</i> <i>marks each</i>
1.			

(25 marks in total)

Question 5

- a. Explain four (4) benefits / advantages of using data flow diagrams. (12 marks)
- b. Explain four (4) key attributes of a process in DFD, providing an example to illustrate the attribute you are explaining (12 marks)

Note: Number your points under each sub-question for easy work layout. – 1 mark

(25 marks in total)