

**UNIVERSITY OF SWAZILAND  
FACULTY OF COMMERCE  
DEPARTMENT OF BUSINESS ADMINISTRATION  
MAIN EXAMINATION 2016/2017**

**TITLE OF PAPER: MANAGEMENT INFORMATION STSTEMS II  
COURSE CODE: IDE BA216  
TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS:**

- 1. This paper consists of Sections A & B.**
- 2. The Case Study (Section A) is compulsory.**
- 3. Answer any three questions from section B.**

**Note:**

**THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS  
BEEN GRANTED BY THE INVIGILATOR**

## **SECTION A**

### **THIS SECTION IS COMPULSORY**

A new systems development is being planned for Matsapha Christmas Supplies Company. The invoicing, cash receipts and accounts payable modules are all going to be updated. The controller, Kris Dube, is a little anxious about this project. The last systems development project that affected his department was not very successful, and the employees in the accounting department did not accept the system very well at first. He feels that the systems personnel did not interact sufficiently with the users of the system in the accounting department.

Required:

Prepare a memo from Kris Dube to the head of the information systems department, Sandy Klaus. In this memo provide some suggestions for including the accounting personnel in the systems development project. Give persuasive arguments as to why prototyping would be helpful to the workers in the accounting department. (25)

## **SECTION B**

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

#### Question 1

What are some of the moral, ethical and professional issues involved in gathering, storing and making use of personal data? Illustrate your answer with relevant examples. (25)

#### Question 2

Discuss end-user computing in relation to a company's overall IT strategy. (25)

#### Question 3

Discuss the threats to information systems that arise as a result of doing business via the internet. Illustrate your response with appropriate examples and indicate how the risks you identify can be mitigated. (25)

#### Question 4

Discuss the factors an organisation should consider when deciding on the appropriate systems development approach. (25)