

UNIVERSITY OF ESWATINI

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

RE-SIT EXAMINATION 2019

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS II

PROGRAM: BCOM II (FULLTIME), B.ED II (FULLTIME)

BCOM LEVEL 3(IDE), B ED LEVEL 2 (IDE)

COURSE CODE: BUS212/BA216

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: CASE STUDY

This section is compulsory

Artists' Delights, Inc., of Manzini, is a manufacturer of paints, brushes, and other art supplies. Although the firm has prospered for a number of years because of its quality products, it currently is experiencing several problems. For instance, it is having difficulty in keeping its catalogue up to date, in conducting low-cost and efficient production operations, in maintaining adequate inventories, and in making prompt deliveries of ordered goods. Since the president recognizes that most, if not all, of these problems are related to the firm's information system, he has authorized the director of information systems to undertake a system development investigation.

The director forms a steering committee, which in turn establishes several project areas. It assigns the highest priority to the inventory and approves the organization of a project team. After analysing inventory operations and management, the team recommends that a computer-based system be considered as a replacement for the present manual information and processing system. On the concurrence of the steering committee, a feasibility study then is undertaken. Based on costs and benefits developed during this study, a computer-based information system is found to be feasible.

At this point the steering committee asks the director to prepare plans that reflect the activities necessary to acquire a computer-based system and to put it into operation. If the plans appear reasonable, the steering committee likely will give its approval to proceed.

The director sits down and ponders. He is aware that the present information system has many deficiencies, including weak standards and documentation. He also recognizes that few employees have experience with computers. Because of these deficiencies, he intends to acquire well-documented software packages for the first applications to be implemented on the anticipated computer system. However, he does want to develop the programs for the other applications, which he hopes can be in process later this year.

Required

Prepare an appropriate list of implementation activities for the director to submit to the steering committee. Arrange the activities in approximate chronological order.

(25 marks)

SECTION B

Answer any three questions from this section

Question 1

Discuss, under headings, the major issues to consider in the analysis of threats and vulnerabilities, explaining clearly how they affect the nature and magnitude of controls to apply. (25 marks)

Question 2

Discuss, under headings, four options for converting from an old system to a new one. (25 marks)

Question 3

In detail, account for the four distinctive phases of systems development, highlighting the importance of each phase. (25 marks)

Question 4

Respond to a manager who says that her firm does not need internal controls over its assets since the firm has only one employee who is highly trusted. (25 marks)