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#### **MANICALAND STATE UNIVERSITY OF APPLIED SCIENCESUNIVERSITY**

**FACULTY OF SCIENCE AND TECHNOLOGY**

**COMPUTER SCIENCE AND INFORMATION SYSTEMS**

**MANAGEMENT INFORMATION SYSTEMS**

**CODE: BSCIS125**

**SESSIONAL EXAMINATIONS**

**MAY/JUNE 2019**

**DURATION: 3 HOURS**

**EXAMINER: MR MAKAMBWA**

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***INSTRUCTIONS***

1. Answer **ALL** thequestions in **Section A.**
2. Choose any **Three questions from** **Section B.**
3. Each question has **25** marks.
4. Total possible mark is **100.**

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**SECTION A (25 Marks)**

Answer **all** questions from this Section

**A1**

It is often said that business information systems play a vital part in the success or failure of a business enterprise.

1. Computer-based information systems can be categorized into operational information systems and management information systems. Discuss these two categories giving business examples for each one. **(15 marks)**
2. Managers in businesses are often classified into one of three levels, operational, middle or senior (executive) level. Discuss how computer-based information systems can support managers at these different levels of the business. **(10 marks)**

**SECTION B (75 Marks)**

Answer any **three** questions from this Section

**B2**

The activities of management comprise planning, monitoring, controlling and decision making.

1. Provide a definition for **EACH** of these four management activities. **(10 marks)**
2. Explain what is meant by a Knowledge Based System (KBS), and assess the extent of support KBS could provide for these four management activities. Support your answer with appropriate real life examples, wherever possible. **(15 marks)**

**B3**

Describe, using examples**, how** **THREE** of the following can be used in the provision of an organisation’s MIS:

1. Expert systems
2. Sampling, Questionnaire, Interview, Research, Observation (SQIRO) -fact finding techniques
3. Statistical analysis
4. Computer Aided Software Engineering (CASE) tools
5. Office Information Systems (OIS) **(25 marks)**

**B4**

Business Intelligence (BI) systems include elements of both Executive Information Systems (EIS) and Decision Support Systems (DSS).

1. Explain the key features of an EIS. **(7 marks)**
2. Explain the key features of a DSS. **(7 marks)**
3. Justify the claim that BI Systems incorporate elements of both EIS and DSS. Include a definition of a BI system within your answer. **(11 marks)**

**B5**

For EACH of the following technologies, provide an overview of the technology and give an example of how it could be used in an MIS context.

a) Document Image Processing. **(6 marks)**

b) The Software Capability Maturity Model **(6 marks)**

c) Data Dictionary. **(6 marks)**

d) Knowledge Based Systems. **(7 marks)**

**B6**

An international company with many offices worldwide is about to move to a new release of a business critical system which will be installed on servers located at each office. The new release has taken many months to develop and will provide an improved understanding of how the business is performing; this new information should help the company, which is currently operating at a loss.

The company’s management is considering the following two methods of changeover:

• Direct changeover

• Phased changeover

a) Write a report to the management which compares the two changeover methods being considered. **(12 marks)**

b) Identify the changeover method you would recommend and provide the reasons why you would select that method. **(13 marks)**

**B7**

For **FOUR** of the following types of applications, describe the principal purpose of **EACH** application and how it could be used to satisfy an organisation’s management information requirements. Justify and support your answer with appropriate examples.

1. Customer Relationships Management (CRM) system.
2. Human Resources Information System
3. Electronic Point of Sale (EPOS) System
4. Corporate Intranet
5. Project Management Support System

**(25 marks)**

**END OF PAPER**