



# MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF ENGINEERING APPLIED SCIENCE AND TECHNOLOGY

DEPARTMENT OF COMPUTER SCIENCE AND INFORMATION SYSTEMS

MANAGEMENT INFORMATION SYSTEMS

CODE: INSY 212

EXAMINATIONS  
DECEMBER 2023

DURATION: 3 HOURS

EXAMINER: RANGANAI N

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## ***INSTRUCTIONS***

- 1. Answer Any 4 questions*
  - 2. Each question carries 25 marks*
  - 3. Total marks 100*
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**Question 1**

Discuss the impact of emerging technologies, such as artificial intelligence, blockchain, and IoT, on the field of Management Information Systems. Provide examples of how these technologies can transform businesses and industries.

[25marks]

**Question 2**

a) Discuss the role and importance of Decision Support Systems (DSS) in organizations. Provide examples of how Decision Support Systems (DSS) can contribute to improving organizational performance and decision-making.

[15 marks]

b) Identify and explain three challenges that organizations may face when implementing and managing DSS. Discuss how these challenges can be addressed to ensure successful implementation and utilization of DSS.

[10 marks]

**Question 3**

a) Explain the concept of business intelligence (BI) and its significance in organizational decision-making. Discuss the components of a typical BI system and provide examples of how BI can be used to gain insights and support strategic decision-making.

[15 marks]

b) Discuss the challenges and considerations associated with implementing and managing a business intelligence system within an organization. Identify and explain three potential risks or limitations that organizations may encounter when leveraging BI.

[10 marks]

#### **Question 4**

- a) Discuss the importance of data security and privacy in the context of MIS. Identify and explain three potential threats or risks to data security, and discuss the measures that organizations can implement to protect their data assets.

[10 marks]

- b) Explain the concept of IT governance and its role in ensuring effective management of information systems. Discuss the key components of an IT governance framework and explain how it helps organizations align IT with business objectives and ensure compliance.

[15 marks]

#### **Question 5**

- a) Define and explain the concept of enterprise resource planning (ERP) systems. Discuss the benefits that organizations can derive from implementing an ERP system and provide examples of the modules typically found in an ERP system.

[10 marks]

- b) Discuss the challenges and potential risks associated with ERP system implementation. Identify and explain three strategies or best practices that organizations can adopt to mitigate these challenges and ensure successful ERP implementation.

[15 marks]

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