UGANDA MANAGEMENT INSTITUTE

SECOND SEMESTER EXAMS 2015/2016

MODULE: MANAGEMENT INFORMATION SYSTEMS

Date: **Wednesday 5 October 2016**

Time: **09.00 AM – 12.00 NOON**

INSTRUCTIONS

1. Answer **FOUR** Questions.
2. Question **ONE** of Section A is compulsory and carries 40 marks.
3. Answer any other **THREE** Questions from Section **B**. Each question carries **20 marks.**
4. Write clearly and legibly.
5. **Do not** write anything on the question paper.
6. **Do not** take Mobile Phones into the examination room.
7. Follow the instructions of the examination supervisor.
8. Indicate questions answered on the Answer Sheet in the column of Questions.

This paper consists of 4 printed pages

-GOOD LUCK-

SECTION A: **COMPULSORY**   **40 MARKS**

QUESTION ONE

Globally, the size and complexity of Organisations call for effective and efficient methods and techniques of management including use of information system. Evidently, it is beyond the capacity of leaders and managers of organisations to personally track the many activities that are carried out in the organisation without appropriate Information Systems (IS) on organisational resources. Further, most leaders and managers though aware that good decisions are based on reliable and accurate information, seem to be unaware of the value of IS as a source of reliable information. Further today it is widely recognized that information systems knowledge is essential for managers because most organizations need information systems to survive and prosper. Information systems can help companies extend their reach to faraway locations, offer new products and services, reshape jobs and work flows, and perhaps profoundly change the way they conduct business

a) DISCUSS with 5 examples the strategic business objectives of information system
[**20 marks]**

b) Strategic information systems' planning previously was the work of technology and systems professionals. However, it has now changed to be a collaborative planning challenge of parties including top managers, business unit managers, technology and systems professionals, and sometimes external stakeholders such as customers and alliance partners. Thus, planning becomes a partnership among those with technical skills, the information systems group, and the general and functional managers of the organization. The planning process requires discussion, clarification, negotiation and the achievement of mutual understanding. Everything that is technology-related moves at a rapid pace and change is inherent in the adoption of new technology and ISs. Due to the rapidly changing technology environment, many feel that a 'sense and respond' approach to planning is appropriate. Many organizations have adopted a combination of planning techniques as they undertake their planning process.

a)   Explain with four examples any information technology planning approaches.

[10 marks]

c) Ethics refers to the principles of right and wrong that individuals, acting as free moral agents, use to make choices to guide their behaviour. Information technology and information systems raise new ethical questions for both individuals and societies because they create opportunities for intense social change, and thus threaten existing distributions of power, money, rights, and obligations. Like other technologies, such as steam engines, electricity, telephone, and radio, information technology can be used to achieve social progress, but it can also be used to commit crimes and threaten cherished social values.

Explain with four examples the negative impact of information systems.   **[10 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION

QUESTION TWO

a) Explain the differences between a life-cycle based and prototyping approach to information systems development.   [**10 marks**]

b) Discuss the criteria you would use when making the decision as to which approach to take for a particular information system project.   **[10 marks]**

QUESTION THREE

'The socio-technical approach looks good on paper, but in real life information systems need strong technical design. Technology, not people is what makes the difference between success and failure.' Critically discuss this statement.   **[20 marks]**

QUESTION FOUR

It is a common phenomenon these days to hear people saying that we live in an information age.Organisations regardless of their size do appreciate that they will not survive in this competitive environment without fully embracing the use and application of information systems in their day to day operations.Information systems and information assets however need protection; this must be guided by the three / four pillars of information systems (Confidentiality, Integrity, Availability and Non-Repudiation).

a)   As a participant who has attended a course on Management Information Systems from Uganda Management Institute, you are required to explain what these mean giving examples where necessary.   **[10 marks]**

b)   Explain how you would implement the above pillars in your organization

[10 marks]

QUESTION FIVE

Organisations employ different kinds of systems to serve different interests, specialties, and levels in an organization. No single system can provide all the information an organization needs. A system for accounts may not provide sufficient information to guide the human resource function. Eexplain the four main types of information systems which serve the different levels in an organisation.   **(20 Marks)**

QUESTION SIX

Contemporary computers can be categorized as mainframes, midrange computers, PCs, workstations, and supercomputers. Managers need to understand the capabilities of each of these types of computers, and why some types are more appropriate for certain processing work than others. Explain the listed categories of computers and recommend what each could be used for in the context of organisations.   **[20 marks]**

 a) Mainframe
 b) Workstation
 c) Supercomputer
 d) Server
 e) Personal computer

END