UMI

UGANDA MANAGEMENT INSTITUTE

POSTGRADUATE DIPLOMAS IN: PROJECT PLANNING & MANAGEMENT (DPPM); MANAGEMENT (DIMA); PUBLIC POLICY & GOVERNANCE (DPPG); INFORMATION SECURITY MANAGEMENT (DISEM): EVE

FIRST SEMESTER EXAMS 2017/2018

MODULE: MANAGEMENT INFORMATION SYSTEMS

Date: **Wednesday 17 January 2018**

Time: **04.00 PM – 07.00 PM**

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. <u>Do not</u> write anything on the question paper.
6. <u>Do not</u> 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 3 printed pages.

-GOOD LUCK-

SECTION A: COMPULSORY   (40 MARKS)

QUESTION ONE

a) Information systems have been dubbed a "necessary evil". This is because, regardless of their negative impact, we cannot seem to do without them. In a very practical sense (i.e. using four examples), explain why information systems matter.

(12marks)

b) Explain three challenges of IT/information systems planning in your organization and how these challenges can be addressed.   (**12 marks**)

c) The Internet can bring positive and negative factors to organisations. Consequently, this new reality represents serious challenge for managers. There is need to promote Internet use for employees and clients, it is also imperative to establish policies for discouraging Internet abuse and corruption by the employees. The networking potential offered by the Internet and related technologies have the potential to transform the structures and operation of organisations." As a result, there is need to develop a more meticulous statement of acceptable and unacceptable behaviors on the World Wide Web. The big ethical questions are rapidly defined: What can be the ethical or unethical implications of the Internet? Who must have full access to websites? What kind of restrictions must be established? Can employees access Internet for their personal use? Can privacy be at risk? Who will be responsible for ICT errors? What policies must be implemented? What strategies must be followed? Discuss using two examples on how you as a manager would promote ethical practices of ICT use in your organisation   (**6 Marks**)

d) Briefly explain any five candidate Ethical Principles that would guide the use of ICTs in your organisation   **(10marks)**

SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION

QUESTION TWO

Liquid mobile, a large telecom company, did not have it easy at the beginning. They had just built a client base of 10,000 clients when they noticed that their systems could not ably support them. The systems kept hanging and general performance was down by 30%. This translated into very heavy losses, and yet they wanted to add other business portfolios like web services, to their company profile. They sought an expert who delivered a paper on "Ensuring Business Continuity". Discuss the content of that paper.

(20 marks)

QUESTION THREE

a)   The Operating system is important in the operation of a computer. Identify one core function of the operating system and give one example of operating systems in use today.   (**5 marks**)

b)   Software can either enhance or impede organisational performance, depending on organisational tools and services selected and how they are used". Discuss the criteria that should be used by managers in selecting application and system software for the organisation.   (**15 marks**)

QUESTION FOUR

Computer abuse has been described as the unethical use of computers; explain using six examples cases of computer abuse in organizations as documented in the literature.
(**20 marks**)

QUESTION FIVE

For any system to be considered secure, the three pillars of security, namely *confidentiality*, *integrity* and *availability* have to be preserved and balanced to avoid under protecting or overprotecting information assets of the organization. Describe at least six techniques used for preserving ***availability*** of information assets of an organization.   (**20 marks**)

QUESTION SIX

Explain the following terminologies with examples.   (**20 marks**)

   (i)   The Internet of Things (IoT)
   (ii)   Cloud computing
   (iii)   Big data
   (iv)   Data warehouse
   (v)   Business intelligence

END