IS202.3 – Enterprise Systems
Model Paper

Question 01

1. Distinguish between data and information and between information systems literacy and computer literacy.

(06 marks)

2. *"Information Systems need to have a set of components required to optimize the returns from IS investments."* Considering this statement describe,
   a. Organization components
   b. People components
   c. Technology components

   of information systems.

(06 marks)

3. Describe how information systems have changed the way businesses operate and their products and services.

(05 marks)

4. Discuss with examples four (04) business drivers that organizations encourages investing in Information Systems.

(08 marks)

Question 02

1. Discuss pros and cons of implementing an ERP system without customization.

(08 marks)

2. How is the role of an ERP system different from traditional TPS, MIS, DSS and others?

(05 marks)

3. Can an ERP system support all levels of management? Justify your answer.

(04 marks)

4. Explain four (04) issues faced by purchaser in selecting and implementing an ERP Package.

(08 marks)

Question 03

1. Using a diagram show the traditional organizational pyramid of enterprises.

(04 marks)

2. Describe four (04) different types of information systems that are there in an enterprise.

(08 marks)

3. Map each type of information system identified in part (3) to the levels of the management pyramid.

(05 marks)

4. Compare and contrast batch processing method and real-time processing method.

(08 marks)

Question 04

Answer following questions based on the given scenario.

VENUS Company is planning to change their current HR system into a new self-service HR system that facilitates employees to manage their own details. The new system enables employees to self-manage their personal information such as, vacation time, payroll deductions, and benefit participation.

1. Identify three (03) management benefits and three (03) administration benefits of employee self-service systems for human resources?

(06 marks)

2. Describe two (02) ways that these systems provide value for businesses?

(04 marks)

3. List down management, organizational, and technology issues should be addressed when installing self-service human resources and benefits systems?

(05 marks)

4. Conduct a force field analysis of the decision for implementing the new HR system and analyze whether or not to move forward with the new system.

(10 marks)

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