BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 6 Professional Graduate Diploma in IT

Management Information Systems

Thursday 28th September 2017 – Afternoon
Answer **any** THREE questions out of FIVE. All questions carry equal marks.
Time: THREE hours

Answer any <u>Section A</u> questions you attempt in <u>Answer Book A</u>
Answer any <u>Section B</u> questions you attempt in <u>Answer Book B</u>

The marks given in brackets are **indicative** of the weight given to each part of the question.

Calculators are **NOT** allowed in this examination.

Section A
Answer Section A questions in Answer Book A

A1.   With the aid of examples, describe and justify a suitable MIS that you would implement to support **EACH** of the following situations found within an international manufacturing company:

   a)   Senior management's monitoring of the Company's progress towards achieving its strategic objectives.

   (9 marks)

   b)   Middle management's decision-making concerning different aspects of the manufacturing process.

   (8 marks)

   c)   Communication and sharing of manufacturing and product information between managers based at different geographic locations.

   (8 marks)

A2.
   a)   With the aid of suitable examples, describe the key features found within an On-Line Analytical Processing (OLAP) tool.

   (11 marks)

   b)   Outline THREE benefits that a company might expect from using an OLAP tool.

   (6 marks)

   c)   Explain the key advantages and disadvantages of the manager directly operating an OLAP tool application, rather than its being operated by someone on his/her behalf.

   (8 marks)

A3.   A company is considering outsourcing all future MIS application developments.

a)   Discuss the advantages and disadvantages of outsourcing the Company's future MIS application developments, clearly stating within your answer any assumptions you make regarding the Company and its operations.

(13 marks)

b)   Business Intelligence (BI) systems developments should 'start small, aim big'.

i)   Define what is meant by this statement.

(6 marks)

ii)   Explain the role that a metadata repository plays in ensuring that BI systems can 'start small, aim big'.

(6 marks)

Section B
Answer Section B questions in Answer Book B

B4.
a)   In the form of a report to senior management, compare and contrast the concepts of data protection and information security management as they apply to MIS in an internet based commercial organisation.

(15 marks)

b)   With reference to relevant examples, describe how you would ensure that policies covering these activities are regularly reviewed and tested.

(10 marks)

B5.   *"A company which refuses to engage with its customers using social media will fail within five years."*

a)   Using appropriate examples, discuss the extent to which you either agree or disagree with this statement.

(13 marks)

b)   Write a report to MIS managers explaining how a commercial organisation can enhance its traditional Customer Relationship Management system by developing social media relationships with customers.

(12 marks)