

**BCS THE CHARTERED INSTITUTE FOR IT**

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

**MANAGEMENT INFORMATION SYSTEMS**

**Thursday 21<sup>st</sup> March 2019 - Afternoon**

Answer **any** THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours

**Answer any Section A questions you attempt in Answer Book A**

**Answer any Section B questions you attempt in Answer Book B**

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

Calculators are <b>NOT</b> allowed in this examination.
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**Section A**  
**Answer Section A questions in Answer Book A**

**A1.** For **EACH** of the following concepts, describe its key features and evaluate its importance to the provision of a Business Intelligence (BI) system:

- a) ETL Script
- b) Meta Data
- c) Star Schema
- d) Middleware
- e) Predictive model

**(25 marks)**

**A2.** You are the IT manager of a medium-sized software development company which provides tailored warehouse management software solutions for its clients. The company wants to purchase new software to support its management of client projects. There are several proprietary Project Management Software (PMS) packages from which to select.

- a) Outline the process you would adopt to ensure you select the best PMS package solution for your company. State any assumptions you need to make regarding the company within your answer.

**(15 marks)**

- b) As well as the proprietary PMS packages, there is an open-source PMS solution available. Describe TWO benefits and THREE weaknesses of the open-source PMS if it were to be adopted within the company. State any assumptions you need to make regarding the company within your answer.

**(10 marks)**

**A3.**

- a) Explain the following management-related concepts:
  - i. Planning
  - ii. Control
  - iii. Control via Feedback
  - iv. Control via Feedforward

**(12 marks)**

- b) Discuss the appropriateness of Group Decision Support Systems (GDSS) to the support of an organisation's planning activities. Provide a description of the key features of a GDSS as part of your answer.

**(13 marks)**

**Section B**  
**Answer Section B questions in Answer Book B**

**B4.** Many organisations fail to achieve the benefits expected from Enterprise Resource Planning (ERP) systems.

a) Discuss FOUR essential attributes of a successful ERP system.  
**(12 marks)**

b) With reference to examples you have studied or worked with, show how the failure or absence of ONE of these attributes can cause significant difficulty to an organisation.  
**(13 marks)**

**B5.** The Human Resources (HR) group of a large industrial organisation is reviewing the information systems it has for the recruitment, management and support of staff.

a) Discuss THREE categories of information whose collection, retention and disposal by the HR group will be governed by UK legislation. You should name the relevant legislation in each case.  
**(15 marks)**

b) For ONE of these categories, produce a document to manage the life cycle of this information which would ensure compliance with legislation.  
**(10 marks)**

**END OF EXAMINATION PAPER**