

BCS THE CHARTERED INSTITUTE FOR IT

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

MANAGEMENT INFORMATION SYSTEMS

Thursday 1st October 2015 - 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 NOT allowed in this examination.

Section A

Answer Section A questions in Answer Book A

A1.

- a) For EACH of the following roles, discuss the principal duties and justify why each role is important to the development of large enterprise-wide Business Intelligence (BI) systems.
- | | | |
|------|--|-----------|
| i) | Business sponsor. | (5 marks) |
| ii) | Project manager. | (5 marks) |
| iii) | Meta-data repository developer. | (5 marks) |
| iv) | Extract-Transform-Load (ETL) lead developer. | (5 marks) |
- b) Explain THREE key differences between a BI steering group and a BI competency centre. (5 marks)

A2.

- a) Describe THREE levels of management, and explain the differing information requirements at each level. (9 marks)
- b) With the aid of suitable examples, describe the ways in which the Internet can enable MIS provision. (16 marks)

A3.

- a) For EACH of the following MIS development approaches, provide an overview of the approach and explain to which MIS development situations the approach is most suited.

- i) Traditional approach.
- ii) Evolutionary approach.
- iii) Phased approach.

(3x5 marks)

- b) The finance manager of a local company wishes to develop his own spreadsheet-based Decision Support System (DSS) that will help determine the financial feasibility of any potential project the organisation is considering. Discuss the benefits and potential problems that might arise as a result of the DSS being developed by the finance manager.

(10 marks)

Section B

Answer Section B questions in Answer Book B

B4.

In the context of MIS, describe each of the following applications and evaluate their benefits.

- a) Data warehousing. **(8 marks)**
- b) Customer Relationships Management (CRM) systems. **(8 marks)**
- c) Enterprise Resource Planning (ERP) systems. **(9 marks)**

B5.

A firm of solicitors wishes to develop a knowledge-based system for use by its customers. Competing firms of solicitors only provide telephone or face-to-face advice. The solicitors would be responsible for entering the knowledge data and for answering any queries beyond the scope of the new knowledge-based system.

The firm broadly agrees with this approach but is concerned that its reputation could suffer if the knowledge-based system gave the wrong advice.

As an independent consultant brought in to advise the firm of solicitors.

- a) Describe knowledge-based systems and explain how such systems could be implemented. **(12 marks)**
- b) Explain how the knowledge-based system should be tested. **(13 marks)**