MODULE NAME:	MODULE CODE:
MANAGEMENT INFORMATION SYSTEM	MISY6211/d/e/f/p/w

ASSESSMENT TYPE:	**TAKE-HOME ASSESSMENT (PAPER ONLY)**
TOTAL MARK ALLOCATION:	**120 MARKS**
TOTAL TIME:	**This assessment should take you 2 Hours to complete, however you have 21 Hours (midnight to 9PM on the same day) to submit. This additional time has been allocated to allow for the download, completion and upload of your submission.**

By submitting this assessment, you acknowledge that you have read and understood all the rules as per the terms in the registration contract, in particular the assignment and assessment rules in The IIE Assessment Strategy and Policy (IIE009), the intellectual integrity and plagiarism rules in the Intellectual Integrity Policy (IIE023), as well as any rules and regulations published in the student portal.

INSTRUCTIONS:

1. *Please **adhere to all instructions**. These instructions are different from what is normally present, so take time to go through these carefully.*
2. ***Independent work is required**. Students are not allowed to work together on this assessment. Any contraventions of this will be handled as per disciplinary procedures in The IIE policy.*
3. ***No material may be copied from original sources, even if referenced correctly, unless it is a direct quote indicated with quotation marks.***
4. *All work must be adequately and correctly referenced.*
5. *You should paraphrase (use your own words) the concepts that you are referencing, rather than quoting directly.*
6. *Marks will be awarded for the quality of your paraphrasing.*
7. *This is an open-book assessment.*
8. *Assessments must be typed unless otherwise specified.*
9. ***Ensure that you save a copy of your responses.***
   a. *Complete your responses in a Word document.*
   b. *The document name must be your **name.student number.Module Code**.*
   c. *Once you have completed the assessment, upload your document under the **submission link** in the correct module in Learn.*

Additional instructions:

- *Calculators are allowed*
- *Answer All Questions. .*

Referencing Rubric

Providing evidence based on valid and referenced academic sources is a fundamental educational principle and the cornerstone of high-quality academic work. Hence, The IIE considers it essential to develop the referencing skills of our students in our commitment to achieve high academic standards. Part of achieving these high standards is referencing in a way that is consistent, technically correct and congruent. This is not plagiarism, which is handled differently.

Poor quality formatting in your referencing will result in a penalty **of a maximum of ten percent being deducted from the percentage awarded**, according to the following guidelines. Please note, however, that **evidence of plagiarism in the form of copied or uncited work (not referenced), absent reference lists, or exceptionally poor referencing, may result in action being taken in accordance with The IIE's Intellectual Integrity Policy (0023)**.

Markers are required to provide feedback to students by indicating **(circling/underlining) the information that best describes the student's work.**

Minor technical referencing errors: 5% deduction from the overall percentage – the student's work contains **five or more errors** listed in the minor errors column in the table below.

Major technical referencing errors: 10% deduction from the overall percentage – the student's work contains **five or more errors** listed in the major errors column in the table below**.**

If both minor and major errors are indicated, then 10% only (and not 5% or 15%) is deducted from the overall percentage. The examples provided below are not exhaustive but are provided to illustrate the error

Required: Technically correct referencing style	Minor errors in technical correctness of referencing style Deduct 5% from percentage awarded	Major errors in technical correctness of referencing style Deduct 10% from percentage awarded
Consistency • The same referencing format has been used for all in-text references and in the bibliography/reference list.	Minor inconsistencies. • The referencing style is generally consistent, but there are one or two changes in the format of in-text referencing and/or in the bibliography. • For example, page numbers for direct quotes (in-text) have been provided for one source, but not in another instance. Two book chapters (bibliography) have been referenced in the bibliography in two different formats.	Major inconsistencies. • Poor and inconsistent referencing style used in-text and/or in the bibliography/ reference list. • Multiple formats for the same type of referencing have been used. • For example, the format for direct quotes (in-text) and/or book chapters (bibliography/ reference list) is different across multiple instances.
Technical correctness • Referencing format is technically correct throughout the submission. • Position of the reference: a reference is directly associated with every concept or idea. • For example, quotation marks, page numbers, years, etc. are applied correctly, sources in the bibliography/reference list are correctly presented.	Generally, technically correct with some minor errors. • The correct referencing format has been consistently used, but there are one or two errors. • Concepts and ideas are typically referenced, but a reference is missing from one small section of the work. • Position of the references: references are only given at the beginning or end of every paragraph. • For example, the student has incorrectly presented direct quotes (in-text) and/or book chapters (bibliography/reference list).	Technically incorrect. • The referencing format is incorrect. • Concepts and ideas are typically referenced, but a reference is missing from small sections of the work. • Position of the references: references are only given at the beginning or end of large sections of work. • For example, incorrect author information is provided, no year of publication is provided, quotation marks and/or page numbers for direct quotes missing, page numbers are provided for paraphrased material, the incorrect punctuation is used (in-text); the bibliography/reference list is not in alphabetical order, the incorrect format for a book chapter/journal article is used, information is missing e.g. no place of publication had been provided (bibliography); repeated sources on the reference list.
Congruence between in-text referencing and bibliography/ reference list • All sources are accurately reflected and are all accurately included in the bibliography/ reference list.	Generally, congruence between the in-text referencing and the bibliography/ reference list with one or two errors. • There is largely a match between the sources presented in-text and the bibliography. • For example, a source appears in the text, but not in the bibliography/ reference list or vice versa.	A lack of congruence between the in-text referencing and the bibliography. • No relationship/several incongruencies between the in-text referencing and the bibliography/reference list. • For example, sources are included in-text, but not in the bibliography and vice versa, a link, rather than the actual reference is provided in the bibliography.
In summary: the recording of references is accurate and complete.	In summary, at least 80% of the sources are correctly reflected and included in a reference list.	In summary, at least 60% of the sources are incorrectly reflected and/or not included in reference list.

Overall Feedback about the consistency, technical correctness and congruence between in-text referencing and bibliography:

Question 1 (Marks: 10)

Many companies are engaged in research and development of expert systems and these systems are used in varied industries such as transportation, banking and finance and education, to name a few.

Using an **example** from any industry, **briefly describe** expert systems and **explain** how any four components of expert systems were included in your example choice.

Question 2 (Marks: 10)

Discuss the concept of digital divide in South Africa and explain any three benefits derived from making internet access widely available as a key factor for improving digital divide.

Question 3 (Marks: 15)

Q.3.1	You work for a bank which has given you a task to create a disaster recovery plan as part of their business continuity plan. Create a list of **four** key tasks you would include in the disaster recovery plan. Justify why these are important for the organisation to follow.	(8)
Q.3.2	**Differentiate** between Sniffing and Spoofing, with the **aid of examples**	(4)
Q.3.3	**Briefly explain why** denial-of-service (DoS) attacks are considered security threats and disruptive.	(3)

Question 4 (Marks: 15)

Read the following scenario, then answer the question that follows:

"When ordering take-aways through the online system, a customer has access to the online menu. The customer can specify the items to be ordered as well as the quantity on the system. The system would then calculate the total cost of the order. The customer has an option to pay using credit card or digital wallet. Once payment has been received, the system will produce a receipt. The take away store promises a 60-minute delivery guarantee to their customers. Periodically the company sends online surveys to its customers asking the customers to rate their service."

Using the scenario above, describe the business-to-consumer e-commerce cycle.

Question 5 (Marks: 15)

Q.5.1 You work for a company which has decided to open subsidiaries of the company in three other countries. A Global Information System (GIS) will be developed and implemented to support the communications between the company and its subsidiaries.

Explain any three factors that can hinder the success of a GIS for the company. (3)

Q.5.2 **Complete** the table below showing the differences between a Global organisational structure and a Multinational organisational structure. (10)

	Global Structure	Multinational Structure
Definition		
Advantage:		
Example		

Q.5.3 With regards to the requirements of Global Information Systems, **classify** each of the two requirements as either an operational requirement or a strategic requirement: (2)

- Global data access;
- Management of global tax risks.

Question 6 (Marks: 15)

Q.6.1 **Using appropriate examples, describe** any two situations where the SDLC model might not be appropriate. (4)

Q.6.2 **Outline** four ways in which CASE tools can support the analysts during the design phase. (4)

Q.6.3	**Identify** a project of your choice. Briefly explain your project and **explain** two reasons why it would be advantageous to use prototyping for this project.	(7)

Question 7 **(Marks: 20)**

The questions in this section are based on the following scenario.

"Choiceboards are a direct benefit of the breakneck pace of today's technological change. A choiceboard is a type of interactive online computer system popularised by Dell Computer Corporation. Customers choose from a menu of attributes, components, prices, and delivery options. Each choice generates exact cost or savings information, and consumers can easily request additional details. The choices send directions to the supplier's manufacturing system, setting in motion the wheels of procurement, assembly, and delivery. "

Q.7.1	**Explain** the entire supply chain described in the scenario above. Also **state** the role of Supply Chain Management systems in the supply chain of Dell.	(15)
Q.7.2	Consider the following image:  Write a short paragraph in which you: • **Identify** and explain what the image represents; • **Identify** how the item you have identified works; • **Provide** one example of how the item identified can be used.	(5)

Question 8		**(Marks: 15)**
Q.8.1	**Defend** why **Zoom** would be considered a collaborative software. Also state what type of collaborative it is.	(5)
Q.8.2	**Graphically illustrate** the four components of a decision support system.	(5)
Q.8.3	**Discuss** the importance of Executive information systems in decision making.	(5)

Question 9	**(Marks: 5)**
Explain any five applications of cloud computing.	

END OF PAPER