



**RAJARATA UNIVERSITY OF SRI LANKA**  
**FACULTY OF APPLIED SCIENCES**

**B.Sc. in Information Technology**  
**Second Year - Semester II Examination – January / February 2023**

**ICT 2207 – MANAGEMENT INFORMATION SYSTEMS**

**Time: TWO (02) hours**

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- This paper contains **FOUR (04)** questions in **TWO (02)** pages.
  - Answer **ALL** questions.
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1. ABC company is related to clothing manufacturing company and wants to improve their production using management information systems.
  - a) Discuss how information technology should be applied to improve their product market.  
(06 marks)
  - b) Give examples of three financial business processes of ABC Company.  
(03 marks)
  - c) How can decision support systems help ABC company improve productivity?  
(06 marks)
  - d) What challenges do you face as a company manager when introducing new information systems to your employees? How to overcome challenges?  
(06 marks)
  - e) What market barriers do independent apparel manufacturers meet?  
(04 marks)
2.
  - a) Discuss how do information systems serve the different management groups in a business and their relationship with each other.  
(08 marks)
  - b) What are the five steps in ethical analysis of information systems?  
(05 marks)
  - c) Describe three business applications that would benefit from a multitouch interface.  
(06 marks)
  - d) Briefly explain how Automatic computing and cloud computing benefit to the organization.  
(06 marks)

3. a) Explain how database management systems are useful in increasing business productivity. (06 marks)
- b) What do you mean by Online Analytical Processing? (05 marks)
- c) Should managers monitor employee email and Internet usage? Why or why not? (06 marks)
- d) What kinds of companies are most likely to benefit from text mining software? Explain your answer. (08 marks)
4. a) List and describe some of the options that Facebook managers have in balancing privacy and profitability. How can Facebook better safeguard user privacy? What would be the impact on its profitability and business model? (05 marks)
- b) What are the objectives of using supply chain management software? (04 marks)
- c) What are the responsibilities of a company as an employer and employee to protect against security issues? Discuss best practices from both sides. (06 marks)
- d) Write short notes about followings. (10 marks)
- i. Spoofing
  - ii. Denial-of-service attacks (DoS)
  - iii. Phishing
  - iv. Business-to-business
  - v. Mobile commerce

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