



RAJARATA UNIVERSITY OF SRI LANKA
FACULTY OF APPLIED SCIENCES

B.Sc. (General) Degree in Information and Communication Technology
Second Year - Semester II Examination – October/November 2017

ICT 2207 – Management Information Systems

Time: Two (02) hours

INSTRUCTIONS TO CANDIDATES

- This paper consists of three (03) sections A, B and C on 07 pages including this page and the answer sheet for the Section A.
- **Section A** contain fifteen (15) multiple choice questions. Answer **ALL** questions in Section A using the detachable answer sheet provided at the end of the paper.
- **Section B** contains three (03) structured questions. Answer **ALL** questions in Section B.
- **Section C** contains two (02) essay questions, and answer **only ONE (01)** question.
- **Detach** the answer sheet for Section A from the paper, write your index number, and attach it to the answer scripts of Section B and C. Section B and C may be answered using the same booklet, however, sections should be clearly labeled, and the question numbers of Section B should be clearly indicated.
- This exam accounts for 60% of the course assessment. The total maximum mark attainable is 100. The marks assigned for each question and sections thereof are indicated in brackets.
- This is closed book examination.
- Mobile phones or any other communication devices are not permitted.
- Clearly state the assumptions you make. If you have any doubt regarding the interpretation of wording of a question, make your own decision, but clearly state it on the script.

SECTION A

Multiple Choice Questions

This section contains **fifteen (15)** questions.

Answer **ALL** questions using the answer sheet provided at the end of this paper.

All questions carry equal marks.

Detach the answer sheet from the question paper and attach it to Section B and C.

Select only one answer for each question.

(15x1 Marks)

01. Management information systems

- a. process business transactions.
- b. capture and reproduce the knowledge of an expert problem solver.
- c. use the transaction data to produce information needed by managers to run the business.
- d. create and share documents that support day-to-day office activities.

02. According to the _____ perspective on information systems, the performance of the system is optimal when the technology and organization create a good balance.

- a. Universal.
- b. Sociotechnical.
- c. Technology infrastructure.
- d. Existing.

03. Digital firms offer extraordinary opportunities for more flexible global organization and management. Norms of a digital firm are;

- i. Time Shifting.
- ii. Global barrier shifting.
- iii. Space shifting.

- a. (i) and (iii).
- b. All of above.
- c. (i) and ~~(iii)~~ (ii)
- d. None of above.

04. Successful collaboration requires

- i. appropriate organizational structure and culture.
- ii. collaboration technology.
- iii. complementary assets.

- a. (i) and (ii).
- b. (ii).
- c. All of above.
- d. None of above.

05. Strategies and policies for using IT in the organization is known as
- E-Business.
 - Routines.
 - IT Governance.
 - Value web.
06. The value chain model highlights the primary or support activities that add a margin value to a firm's product or services where:
- They are directly related to the production and distribution of the firm's product and services.
 - Information systems can best be applied to achieve a competitive advantage.
 - Brand loyalty may be created.
 - It becomes possible to extend the chain so that it ties together all the firm suppliers, business partners and customers.
07. Technologies that bring about sweeping change to business, industries, markets known as
- Web 2.0 technologies.
 - Collaboration technologies.
 - Disruptive technologies.
 - Wireless technologies.
08. Which of the following is true about NORA?
- Combining data from multiple sources to find obscure hidden connections that might help identify criminals or terrorists.
 - Combining data from multiple sources to create dossiers of detailed information on individuals.
 - Permits individuals to recover damages done to them.
 - Copying data from one location to another and assessing personal data from remote locations.
09. Which of the following is **not** included for the principles of fair information practice?
- Awareness.
 - Consent.
 - Adhocracy.
 - Enforcement.
- (i) and (ii).
 - (iv).
 - (iii).
 - None of above.
10. Intellectual properties can be protected by
- Trade Secrets.
 - Copyrights.
 - Patents.
 - All of above.

11. Which of the following is true about autonomic computing?
 - a. Allows single physical resource to act as multiple resources.
 - b. Connects geographically remote computers into a single network to combine processing power.
 - c. Reduces hardware and power expenditures.
 - d. Can configure, heal them when broken and protect themselves from outside intruders.
12. Finds hidden patterns, relationships in large databases and infers rules to predict future behavior is known as
 - a. Clustering.
 - b. Data mining.
 - c. Snooping.
 - d. Data governance.
13. A network inside an organization that provides an environment for information sharing, communications, collaborations, and to support business function is called a(n):
 - a. Intranet.
 - b. Extranet.
 - c. Virtual private network.
 - d. Internet.
14. Software that sits on the Internet analyzing Web traffic is referred to as a:
 - a. Worm.
 - b. Cracker.
 - c. Cookie.
 - d. Sniffer.
15. Which of the following is not a firewall technology?
 - a. Static packet filtering.
 - b. Network address translation.
 - c. Application proxy filtering.
 - d. Biometric authentication.

SECTION B

Structured Questions

This section contains three (03) questions. Answer ALL questions. Each question carries a total of 20 marks.

Question B - 01

01. Why are information systems so essential for business organizations in the present day context? Describe the reasons with appropriate examples. (06 Marks)
02. State different levels of an organization and explain what type of information systems function in those management levels. (08 Marks)
03. "After spending millions of rupees some organizations develop strategic information systems but they cannot be relied upon for a long period." Evaluate this statement. (06 Marks)

Question B - 02

01. "Organizations find it difficult to manage large number of information systems in different organizational levels and different functional areas." Explain how organizations can address this issue. (10 Marks)
02. Briefly explain the economic impacts of the information systems to the organization. (06 Marks)
03. "The interaction between information technology and organization is complex due to many mediating factors." Do you agree? Justify your answer. (04 Marks)

Question B - 03

01. Briefly explain three privacy challenges that can occur to a person who uses the Internet and suggest a technical solution to overcome these challenges. (08 Marks)
02. Discuss why some firms become leaders in their industry. (08 Marks)
03. State the differences between Data warehouse and Data mart? (04 Marks)

SECTION C

Essay Questions

Answer only ONE (01) question out of the two (02) questions given below.

1. As the Head of Information Technology Department in your company, explain the steps you take for the followings;
(25 Marks)
 - a) To decide on how much should your firm spend on IT infrastructure.
 - b) To establish the information security.

2. "Niwahana" is one of the startup company for ceiling, roofing, flooring materials in Sri Lanka. The prices of materials are constantly changing. When customer inquires about the price on pre-finished wood flooring, sales representative consult a manual price sheet and then call the supplier for the most recent price. The supplier in turn uses a manual price sheet, which has been updated each week. Often the supplier must call back sales representative of "Niwahana" store because the supplier does not have the newest pricing information immediately on hand. And also they have never kept detailed inventory or sales records. As soon as good arrives, the items are immediately placed on store or warehouse. Invoice from suppliers are only kept for tax purposes. When an item is sold, the item number and price is rug up at the cash register. The owner uses his own judgment in identifying items that need to be recorded.
(25 Marks)
 - a) Assess the business impact of this situation.
 - b) Describe how this process could be improved with information technology.

Index Number :

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SECTION A**Answer Sheet – Multiple Choice Questions**

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Use this page to provide answers to questions in Section A.
 Please cross (X) the cage corresponding to the correct answer.
 Detach this page and attach it to Section B and C.

Question No.	Correct answer			
1	(a)	(b)	(c)	(d)
2	(a)	(b)	(c)	(d)
3	(a)	(b)	(c)	(d)
4	(a)	(b)	(c)	(d)
5	(a)	(b)	(c)	(d)
6	(a)	(b)	(c)	(d)
7	(a)	(b)	(c)	(d)
8	(a)	(b)	(c)	(d)
9	(a)	(b)	(c)	(d)
10	(a)	(b)	(c)	(d)
11	(a)	(b)	(c)	(d)
12	(a)	(b)	(c)	(d)
13	(a)	(b)	(c)	(d)
14	(a)	(b)	(c)	(d)
15	(a)	(b)	(c)	(d)