

THIS PAPER IS NOT TO BE REMOVED FROM THE EXAMINATION HALL



**UNIVERSITY
OF LONDON**

CO3318 ZA

BSc EXAMINATION

**COMPUTING AND INFORMATION SYSTEMS, CREATIVE COMPUTING and
COMBINED DEGREE SCHEME**

Information Systems Management

Monday 13 May 2019: 14.30 – 16.45

Time allowed: 2 hours and 15 minutes

DO NOT TURN OVER UNTIL TOLD TO BEGIN

There are **FIVE** questions on this paper. Candidates should answer **THREE** questions. All questions carry equal marks and full marks can be obtained for complete answers to **THREE** questions. The marks for each part of a question are indicated at the end of the part in [] brackets.

Only your first **THREE** answers, in the order that they appear in your answer book, will be marked.

There are 75 marks available on this paper.

Calculators are not permitted in this examination.

Question 1

Many Chief Information Officers find themselves in a position of trying to persuade the members of the Board of their organisation to update their information systems.

- a) As the Chief Information Officer in an organisation, prepare a brief to the members of the Board in which you explain why the decision to upgrade the IT systems in the organisation will shortly become essential.

[13 marks]

- b) As the Chief Information Officer, provide a further brief in which you point out to the senior management that establishing a financial case for upgrading of the information systems may be difficult and suggest alternative methods for justification of the investment case.

[12 marks]

Question 2

The Bell organisation is considering introducing a new accounting information system into the organisation. They do not have any experience in the area of Information Systems development and they have asked you to act as a consultant to run the first meeting of the Board to discuss how they would go about doing this. You are required to provide them with an agenda for the first meeting.

- a) Identify and discuss the key items you would put on the agenda for this meeting.

[12 marks]

- b) Discuss some of the potential costs that Bell may incur in developing this system.

[13 marks]

Question 3

Rapid advances in technology have led to increased attention being given to the ethical issues that are raised by new technologies. Frequently, laws are not able to keep pace with the speed of these advances, and hence managers find themselves in the position of having to make decisions based on their views and opinions rather than basing their decisions on laws and regulations.

- a) Discuss the extent to which you agree with this statement and support your answer with examples.

[13 marks]

- b) Describe the key steps that you might undertake if you were faced with an ethical dilemma which resulted from the introduction of a new technology in your workplace.

[12 marks]

Question 4

The nature of the retail industry has changed in recent years as a result of technological innovations. An area of the retail business that has been particularly impacted by these changes is the order fulfilment process. It is therefore essential that an Information Systems Manager clearly understands the order fulfilment process within their organisation.

- a) Discuss the major activities which take place in the order fulfilment process.

[13 marks]

- b) A major challenge for organisations today is dealing with returns. Discuss why it is important that organisations deal efficiently with returns, and discuss four options that organisations may put in place to deal with these challenges.

[12 marks]

Question 5

Every day we read in the press of serious Information Systems security breaches. It has thus become increasingly important for organisations to have robust Information Systems defence strategies in place. Despite this, there are many organisations, particularly small ones, who have not developed these strategies.

- a) Discuss what you see as the objectives for small organisations in determining their Information Systems defence strategies.

[13 marks]

- b) There are a variety of controls that organisations may put in place to protect their information systems. These controls may be either internal or external to the organisation. Discuss the differences between these two types of control.

[12 marks]

END OF PAPER