

**University of London International Programmes**

**CO3318 Information systems management**

**2016–2017**

**Coursework assignment 1**

This coursework assignment requires two 'report style' answers. In your reports, you are required to address the following questions. The questions are independent of each other. The report should not exceed 2,000 words in length in total (*i.e.* the answer to each question should not exceed 1,000 words) excluding appendices. You need to put the word count at the top of your coursework assignment.

Please submit **one** pdf document that is named using the following convention:

FamilyName\_SRN\_COxxxxcw#.pdf (*e.g.* Zuckerberg\_920000000\_CO3318cw2.pdf)

- **FamilyName** is your family name (also known as last name or surname) as it appears in your student record (check your student portal)
- **SRN** is your Student Reference Number, for example 920000000
- **COXXXX** is the course number, for example CO3318, and
- **cw#** is either cw1 (coursework 1) or cw2 (coursework 2).

Students are reminded of the importance of referencing the work of others.

**Question 1**

Malso is a small family business situated in East London in the UK. Malso was originally set up in 1970 by four brothers who were shoemakers. They made bespoke shoes for very specialist clients. Over time the business grew steadily, and it expanded into e-commerce. In the tax year 2014–2015 Malso had expanded from having 120 customers a year to orders in the region of 100,000 a year. This expansion resulted in the acquisition of a number of new technologies, new information systems and a major expansion in the number of workers in the organisation. At the last head count, Malso had over 1,000 workers on its payroll.

The brothers now recognise that they need to consider what knowledge exists in the firm and how they should capture it. Taking into account the above description, write a report in which you discuss the major types of knowledge work systems that might exist and how they could provide value for Malso.

[50 marks]

**Question 2**

Conventional wisdom in Information Systems Management suggests that the Information Systems Strategy and the Business Strategy should be aligned if the true value of introducing an information system is to be realised. Discuss some of the ways in which managers can ensure that the Information Systems Strategy and the Business Strategy are aligned. Illustrate your discussion with one or more examples.

[50 marks]

Total [100 marks]

**[END OF COURSEWORK ASSIGNMENT 1]**

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**Coursework assignment 2**

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**Question 1**

Security issues in Information Systems have become a major concern for organisations and individuals throughout the world. In recent times, there has been an increase in the use of biometrics as a method of security. Critically discuss biometrics as a means of security.

[50 marks]

**Question 2**

It has been suggested that many end-user systems developers work for managers whose IT knowledge is limited. Discuss some of the problems that may arise from this situation and what steps you might put in place to alleviate such problems.

[50 marks]

Total [100 marks]

**[END OF COURSEWORK ASSIGNMENT 2]**