

THIS PAPER IS NOT TO BE REMOVED FROM THE EXAMINATION HALLS

UNIVERSITY OF LONDON

CO3318 ZA

BSc Examination

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

Information Systems Management

Date and Time: Thursday 12 May 2016: 10.00 – 12.15

Duration: 2 hours 15 minutes

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.

Questions involving a description or explanation should, wherever possible, be accompanied by an appropriate example. Full referencing of sources is not necessary; an indication of nature of the source is all that is required.

Calculators are NOT allowed.

Question 1a)

The Internet has led to an explosion in the number of orders being placed on line. As a result modern commercial organisations have invested heavily in software systems to support management of their inventory so as to be able to meet the demands of the increased numbers of orders.

Write a report in which you critically assess the difficulties faced by organisations in achieving successful inventory management. 13 marks

Question 1b)

The HEAL organisation has become interested in upgrading their slow moving business by introducing some of the tools and techniques that can be used to gather and organise business intelligence information. You are an Information Systems consultant and suggest to HEAL that they should consider using the balanced scorecard framework as their Business Intelligence Tool.

Write a report to HEAL in which you explain the concept of the Balanced Scorecard to them. 12 marks

Question 2a)

There are a number of planning frameworks which the information systems manager can apply to facilitate the development of their information systems strategy. Two of these frameworks are the Top Down and Bottom up information Systems planning methods.

Write a report in which you critically assess these two planning methods. 12 marks

Question 2b)

In recent years the efficient management of an organisation's supply chain has become seen to be a potential source of competitive advantage.

Discuss ways in which IT may support the management of the supply chain. 13 marks

Question 3a)

SAMPS has developed a new human resource management system. The system has been in development for the past 24 months and has cost over one million dollars to develop. SAMPS is now ready to implement the system in the organisation.

Write a report to SAMPS and discuss what actions they need to take to facilitate the success of this implementation. 13 marks

Question 3b)

There are a variety of controls which 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

Question 4a)

The Global Business Environment has seen major changes as the result of advances in information systems in recent years.

Discuss this statement and support your answer with appropriate examples 12 marks

Question 4b)

The concept of core competencies is now seen as providing organisations with a potential competitive advantage.

Write a report in which you explain this concept and give examples of how information systems may be used to enhance core competencies. 13 marks

Question 5a)

The PROTECT organisation has been the victim of a number of security breaches in the past 12 months. As the CIO you are advising the organisation that they need to develop and implement a rigorous defence strategy for their information systems.

Write a report to PROTECT in which you outline the key objectives for them in determining their new IS defence strategy. 13 marks

Question 5b)

It is said that the changes in technology are so rapid that laws which determine issues such as privacy and property rights are unable to keep pace. In other words, Information Systems advance at such a fast rate that managers will frequently find themselves having to make a decision that is based on their individual ethical belief of what is right and wrong rather than being based on a legal consideration.

Discuss your views on the advances in technology in recent years that give raise to ethical concerns 12 marks

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