

IMIS DIPLOMA QUALIFICATIONS

**Information Systems in Organisations
(D5)**

Monday 9th December 2013 14:00hrs – 17:00hrs

DURATION: 3 HOURS

Candidates should answer ALL the questions in Part A and THREE of the five questions in Part B. Part A carries 40% of the marks available and Part B carries 60%. Candidates should allocate their time accordingly.

No reference material of any kind may be taken into the examination.

[Turn over]

PART A.
Answer ALL questions in this section

Question A1

Describe the terms Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS). What is the main difference between them?

(5 marks)

Question A2

Describe the THREE stages of Lewin's change model.

(5 marks)

Question A3

Describe the term Business Process Outsourcing (BPO). What is the main difference between Business Process Outsourcing and IT Outsourcing?

(5 marks)

Question A4

Name and describe the TWO major parts of Porter's value chain model.

(5 marks)

Question A5

Describe the terms Knowledge Worker and Data Worker. What is the main difference between them?

(5 marks)

Question A6

Describe how financial planning and economic analysis is facilitated by Data Mining.

(5 marks)

Question A7

Describe any THREE phases in the decision making process.

(5 marks)

Question A8

Describe TWO major reasons why Information Systems (IS) need to have audit controls in place.

(5 marks)

PART B.

Answer any **THREE** of the following **FIVE** questions. Candidates are strongly recommended to spend approximately two hours on this section.

Case information:**EIM Courier Ltd**

EIM is a courier company that collects parcels from their customers and delivers them in the local area. There are 20 staff, of which 5 work in the office, 3 in the receipts and despatches department, plus 12 drivers who collect and deliver the parcels.

Each working day the drivers will receive a manifest showing what parcels are to be delivered, and to whom, and to collect parcels from them at the same time for delivery the next working day.

Also, at 3pm another manifest is produced showing what parcels are to be collected for delivery the next working day. The company will have been informed of this information by customers either by telephone or through use of the company website.

The website is used to inform customers when their parcels will be delivered, and collected as appropriate.

All the following questions relate to this case information.

Question B9

Give and describe **FIVE** reasons why EIM have installed an IT system.

(20 marks)

Question B10

a) To ensure that the monthly invoices are produced correctly on time, sent to the correct customer, and have been paid, what data should be stored in the database?

(12 marks)

b) Give and describe **TWO** precautions that must be taken to ensure that the data is secure and protected.

(8 marks)

Question B11

As manager of EIM, the Information System (IS) facilities to help you in your managerial activities can be classified as Management Information Systems (support MIS) and Business Intelligence (BI).

a) Describe BOTH of these terms. (8 marks)

b) For both of the terms give and describe TWO reasons why you would use these facilities. (12 marks)

Question B12

When the drivers return to the depot they have to input the data about their collections and deliveries, which is time consuming and prone to errors.

Give and describe FOUR reasons why you, as the manager, should invest in Mobile Computer technology? (20 marks)

Question B13

When EIM used basic Personal Computers the need to maintain the hardware and software was relatively easy and done in-house. With the Information System (IS) now running in real time the maintenance of the hardware and software is becoming more complex, especially with the need for all communications links to be open all the time.

As the manager of EIM you have to CHOOSE AND JUSTIFY whether to

- outsource the hardware maintenance or to
- employ a hardware engineer.

Give and explain FOUR considerations that need to be taken into account when deciding which route to take. (20 marks)