

IMIS DIPLOMA QUALIFICATIONS

**Information Systems in Organisations
(D5)**

Friday 6th June 2014 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**

Business Performance Management Cycle consists of **FOUR** stages. Using an **example** define the **FOUR** stages.

(5 marks)

Question A2

Describe briefly **TWO** reasons why people need IT support.

(5 marks)

Question A3

Describe **THREE** reasons why Human Resources would use the Web for recruitment.

(5 marks)

Question A4

Using an **example** describe why Management Support System tools (MSS) are so important to aid managers in decision making.

(5 marks)

Question A5

Describe the **TWO** common types of portals available to Internet users: Mobile Portals and Voice Portals.

(5 marks)

Question A6

Your company is considering connecting the IT system to the Internet. Describe **THREE** costs that need to be taken into considerations.

(5 marks)

Question A7

Network security measures involve three layers: Perimeter Security, Authentication and Authorisation.

Describe **EACH** of these terms.

(5 marks)

Question A8

Define Inter-Organisational Systems (IOS) and describe **TWO** reasons why they are used.

(5 marks)

PART B. Answer any THREE of the following FIVE questions.**Question B9****Case information:**

Travelwithus is a traditional travel company with many branch offices that have direct computer links with various hotel and airlines. They propose to close the majority of the agencies and restart their business as an online business. The company will open a call centre for any queries.

Question B9

As the Financial Director of Travelwithus you have been asked to produce a report identifying the resources that Travelwithus will need to purchase/employ to set up the online business.

Produce a list of the resources you think Travelwithus will need, explaining why they are required. The resources are to be classified under the following headings:

- Hardware (7 marks)
- Software (7 marks)
- Technical staff/support (6 marks)

(Total 20 marks)

Question B10

A primary mission of Travelwithus accounting/finance functional area is to manage money flows into, within, and out of Travelwithus. To enable this, Travelwithus is considering using a Transaction Processing System (TPS).

- a) Describe the term Transaction Processing Systems. (3 marks)
- b) There are **THREE** processes with a Transaction Processing Systems. Describe **EACH** of them. (6 marks)
- c) Describe **FOUR** advantages Travelwithus will gain, when using their Transaction Processing System. (11 marks)

(Total 20 marks)

Question B11

The Financial Director of Travelwithus was frustrated in the past, when the information she required was not readily available to make the relevant decisions. At times wrong decisions were made. When the new IT system is installed, it should prevent the Financial Director will not make wrong decision. LO3 AC3.2 P449

Describe **FOUR** reasons why the Financial Director was making wrong decision, and how the new IT system will overcome this.

(20 marks)

Question B12

The Personnel Manager of Travelwithus is worried about possible complaints from their staff that will be using the new IT system. He has asked you to produce a report on the possible negative impact on the staff and how this can be overcome, so as not to have staff off due to sickness and other reasons.

Describe **FOUR** possible negative impacts on the staff and how the Personnel Manager can overcome them.

(20 marks)

Question B13

The Financial Director of Travelwithus is also concerned about the unintentional threats that may affect the new IT system. He is aware of the need for virus checker, fire walls, etc. but would like you as the Personnel Manager to look into the question of unintentional threats and propose ways of overcoming them.

Describe **FOUR** possible unintentional threats and how the Financial Director can overcome them.

(20 marks)

END OF EXAMINATION