



The Professional Association for IS Professionals

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DIPLOMA

INFORMATION SYSTEMS IN ORGANISATIONS (D5)

Friday 7th June 2013

TIME: 14:00 TO 17:00 HOURS

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.

One way of classifying Information Systems (IS) is by organisational level.

Identify THREE types of IS at different organisational levels, giving an example of each, and clearly indicating their relative levels within the organisational hierarchy.
(5 marks)

Question A2.

Describe FIVE characteristics that are typical of a Transaction Processing System.

(5 marks)

Question A3.

Distinguish between 'structured' and 'unstructured' business decisions, and give an example of each.
(5 marks)

Question A4.

Describe with examples the way in which the use of the internet can support 'information discovery' and 'information communications' in a business environment.
(5 marks)

Question A5.

Identify the THREE layers of IS network security, giving examples for each layer.
(5 marks)

Question A6.

Define 'data management' and identify the stages of the data life cycle that require management.
(5 marks)

Question A7.

Describe the role of an Inventory Management system, including the key decisions with which such a system can support this business function.
(5 marks)

Question A8.

Describe 'Predictive Analysis Information Systems' and illustrate their application in TWO example environments.
(5 marks)

(Total 40 marks)

[Turn over]

PART B.

Answer any **THREE** questions in this section. You are advised to spend approximately 60% of your time on this section.

Question B9.

- a). With reference to any business with which you are familiar, give FIVE questions which should be answered by its business strategy. (10 marks)
- b). Porter's competitive forces model has been used to develop strategies for businesses in order to increase their competitive advantage. Explain the FIVE forces, relating them to your chosen business. (10 marks)

Question B10.

- a). 'Recruitment' is one activity of the Human Resources (HR) Management function of an organisation that benefits from the application of information systems (IS). Identify FOUR other activities within the HR function to which IS can be applied. (4 marks)
- b). Why is the web useful for Recruitment? (8 marks)
- c). Select ONE other business function and describe how IS can support this activity. (8 marks)

Question B11.

The security of an Information System is threatened by factors which may be unintentional or intentional.

- a). Identify and explain THREE unintentional threats. (9 marks)
- b). Identify and explain THREE intentional threats. (9 marks)
- c). Briefly describe 'identity theft'. (2 marks)

Question B12.

- a). Identify and describe FIVE types of inter-organisational systems (IOS). (10 marks)
- b). Identify and describe FIVE major IOS infrastructure technologies. (10 marks)

[Turn over]

Question B13.

- a). Describe the components of a Decision Support System (DSS)? (10 marks)

- b). Explain FIVE capabilities of a DSS. (10 marks)

End of Examination