

# THE BRITISH COMPUTER SOCIETY

## THE BCS PROFESSIONAL EXAMINATIONS BCS Level 6 Professional Graduate Diploma in IT

### MANAGEMENT INFORMATION SYSTEMS

26th April 2007, 2.30 p.m.-5.30 p.m.

Answer THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours.

*The marks given in brackets are **indicative** of the weight given to each part of the question.*

Calculators are NOT allowed in this examination.
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1. A medium-sized financial services organization is seeking a replacement MIS Manager to restore confidence in the MIS function and to lead a redevelopment of its corporate systems.

The organization's current systems were developed about fifteen years previously and use a central database. Apart from essential operating system changes and routine regulatory maintenance, no system enhancements have been implemented for many years and there is a large backlog of unsatisfied user requests. Some developments have been attempted but these have failed, due to user and MIS misunderstanding and conflict over their responsibilities for the different stages of development. The organization recently employed some management consultants, whose general advice was that the central systems be replaced by distributed applications; but management are unsure about this.

As part of the selection and recruitment process for the new MIS Manager, you have been asked to make a presentation to demonstrate your suitability for the position. Prepare notes for the presentation to show your understanding of the following:

- a) The role of the MIS Manager and the personal qualities required. **(5 marks)**
  - b) The involvement of user staff and MIS staff in all the development stages, from initial system request to post implementation review. **(5 marks)**
  - c) Suggestions as to how the backlog of enhancement requests could be reduced. **(7 marks)**
  - d) Evaluate the advice given by the management consultants. **(8 marks)**
2. A company wishes to use electronic methods to publish selected information for access by the following three groups of people: internal staff; suppliers; and the general public. Critically evaluate the various electronic means available and decide which is most appropriate for each group. **(25 marks)**

**Turn over]**

3. For EACH of the following technologies, provide an overview of the technology and how it can benefit an organization's MIS capability.
- a) On-Line Analytical Processing (OLAP) tool. (7 marks)
  - b) Wireless Access Protocol (WAP) device. (5 marks)
  - c) Intranet. (6 marks)
  - d) Videoconferencing. (7 marks)
- 4.
- a) Explain the Traditional approach and the Evolutionary approach to developing MIS. (6 marks)
  - b) Propose and justify the development situations to which each approach is the most appropriate. (7 marks)
  - c) The Finance Manager of a local company wishes to develop his own spreadsheet-based Decision Support System (DSS) that will help him to determine the financial feasibility of any potential project that the company is considering. Discuss the benefits and potential problems that might arise as a result of the DSS being developed by the Finance Manager. (12 marks)
5. Management can be viewed as comprising a set of activities, which includes planning, co-ordinating, monitoring and controlling.
- With the aid of suitable examples, explain:
- a) How Decision Support Systems (DSS) can aid the planning activity of management. (9 marks)
  - b) How Executive Information Systems (EIS) can aid the monitoring and controlling activities of management. (9 marks)
  - c) How Office Automation Systems (OAS) can aid the co-ordinating activity of management. (7 marks)