

UNIVERSITI SAINS MALAYSIA

Second Semester Examination
Academic Session 1998/99

February 1999

CSI511 - Management Information Systems

Duration : [3 hours]

INSTRUCTION TO CANDIDATE:

- Please ensure that this examination paper contains **SIX** questions in **THREE** printed pages before you start the examination.
 - Answer **FOUR** questions only.
 - You can choose to answer either in Bahasa Malaysia or English.
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ENGLISH VERSION OF THE QUESTION PAPER

1. (a) There is no denying that computerised data processing is an important part of running a university in terms of their daily administration, particularly those dealing with the students' registration process. What options have you got as the CIO of the university computer centre if the IT centre were to be destroyed by fire a few days prior to the semester registration day?
(40/100)
- (b) What are the key technological trends that heighten ethical concerns in computing?
(30/100)
- (c) Should producers of software-based services like ATM be held liable for economic injuries suffered when their system fail?
(30/100)
2. (a) Some people argue that the creation of Computer Based Information Systems (CBIS) is basically a social process. Hence, a person who is an expert in Information Technology (IT) may not be suited to design a CBIS. Discuss and comment.
(50/100)
- (b) Briefly describe five unique characteristics of information as compared with other resources of an organisation.
(30/100)
- (c) Explain why information is now considered a strategic resource in an organisation?
(20/100)
3. (a) Describe how the competitive forces models can be used to identify opportunities for strategic information system?
(40/100)
- (b) What are the three of the many ways that the use of IT can change the basis of competition?
(30/100)
- (c) Why is it so difficult to sustain competitive advantage?
(30/100)

4. (a) You are an IS designer assigned to build a new accounting system for one of your company's division. What organisational factors should you consider?
(40/100)
- (b) Describe each of the economic theories that help explain how IS affect organisations?
(30/100)
- (c) What are the four environmental changes which calls for a BPR in an organisation?
(30/100)
5. (a) Describe each of the four individual models of decision making. What is the name, basic concept, and dominant inference pattern of each?
(40/100)
- (b) Explain how IS can assist managers and improve managerial decision making?
(30/100)
- (c) Why do you think are the five major reasons that it is always difficult to introduce new computer-based systems into an organisation ?
(30/100)
6. (a) Why are computer-based information systems so vulnerable to destructions, error, fraud, and abuse?
(30/100)
- (b) Explain the importance of Information System Outsourcing.
(30/100)
- (c) Explain the reasons why the success of an information system is such a difficult thing to determine.
(40/100)