

UNIVERSITI SAINS MALAYSIA

Second Semester Examination  
Academic Session 1997/98

February 1998

**CSI511 - Management Information System**

Duration : [3 hours]

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**INSTRUCTION TO CANDIDATE:**

- Please ensure that this examination paper contains **SIX** questions in **THREE** printed pages before you start the examination.
  - Answer **FOUR (4)** 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 centre was to be destroyed by fire just prior to the semester registration day?  
(50/100)
- (b) What are the key technological trends that heighten ethical concerns in computing?  
(20/100)
- (c) Should producers of software-based services like ATM be held liable for economic injuries suffered when their system fail?  
(30/100)
2. (a) Describe the information needs of different organisational levels.  
(20/100)
- (b) What do we mean by the information architecture of the organisation?  
(20/100)
- (c) 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.  
(60/100)
3. (a) Explain why information is now considered a strategic resource?  
(15/100)
- (b) Describe how the competitive forces and value chain models can be used to identify opportunities for strategic information system?  
(35/100)
- (c) Describe how IS contribute to the four competitive strategies that business can pursue.  
(35/100)
- (d) Why is it so difficult to sustain competitive advantage?  
(15/100)

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?  
(50/100)
- (b) Describe each of the economic theories that help explain how IS affect organisations?  
(30/100)
- (c) What are the four major environmental changes which calls for a BPR in an organisation?  
(20/100)
5. (a) What are the four stages of decision-making described by Simon?  
(10/100)
- (b) Describe each of the four individual models of decision-making. What is the name, basic concept and dominant inference pattern of each?  
(40/100)
- (c) Explain how IS can assist managers and improve managerial decision-making?  
(50/100)
6. (a) (i) Why are CBIS so vulnerable to destructions, error, fraud and abuse?  
(20/100)
- (ii) What are the main types of risks of accidents related to information system?  
(20/100)
- (b) Explain the importance of Information Outsourcing.  
(30/100)
- (c) Suppose you were asked to help design the controls for an IS. What pieces of information would you need?  
(30/100)