



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
Faculty of Computing and Informatics

DEPARTMENT OF INFORMATICS

QUALIFICATION: BACHELOR OF INFORMATICS, BACHELOR OF COMPUTER SCIENCE BACHELOR OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT	
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COURSE: MNS511S	COURSE NAME: MANAGEMENT INFORMATION SYSTEMS
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DURATION: 3 hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 6 PAGES (Including this front page)

SECTION A Multiple Choice Questions

[15 marks]

Select the correct answer (Each question carries 1 mark)

1. The average number of tickets sold daily online is an example of
 - A) input.
 - B) raw data.
 - C) meaningful information.
 - D) Output

2. To monitor the status of internal operations and the firm's relations with the external environment, managers need _____ systems.
 - A) decision-support
 - B) knowledge
 - C) transaction processing

3. _____ includes the strategy and policies for using information technology within an organisation
 - A) IT governance
 - B) E-government
 - C) E-business
 - D) Ecommerce

4. According to agency theory, the firm is viewed as a(n)
 - A) unified, profit-maximizing entity.
 - B) task force organization that must respond to rapidly changing environments.
 - C) "nexus of contracts" among self-interested individuals.
 - D) None of the above.

5. Executive support systems are information systems that support the
 - A) long-range planning activities of senior management.
 - B) knowledge and data workers in an organization.
 - C) decision making and administrative activities of middle managers.
 - D) day-to-day processes of production.

6. Business processes are collections of
 - A) informal practices and behaviors.
 - B) formalized and documented practices.
 - C) routines.
 - D) rights and privileges.

7. Which of the following is not one of the competitive forces?
 - A) suppliers
 - B) other competitors
 - C) external environment
 - D) customers

8. The four major types of competitive strategy are
- A) low-cost leadership; substitute products and services; customers; and suppliers.
 - B) low-cost leadership; product differentiation; focus on market niche; and customer and supplier intimacy.
 - C) new market entrants; substitute products and services; customers; and suppliers.
 - D) low-cost leadership; new market entrants; product differentiation; and focus on market niche.
9. Accepting the potential costs, duties, and obligations for the decisions you make is referred to as
- A) responsibility.
 - B) accountability.
 - C) liability.
 - D) due process.
10. Which of the following is not one of the main problems with a traditional file environment?
- A) data inconsistency
 - B) program-data independence
 - C) lack of flexibility in creating ad-hoc reports
 - D) poor security
11. Duplicate data in multiple data files is called data _____.
- A) redundancy
 - B) repetition
 - C) independence
 - D) partitions
12. A DBMS makes the
- A) physical database available for different logical views.
 - B) logical database available for different analytical views.
 - C) physical database available for different analytical views.
 - D) logical database available for different physical views.
13. Legacy systems are still used because they
- A) can only be run on the older mainframe computers.
 - B) are too expensive to redesign.
 - C) integrate well using new Web services technologies.
 - D) contain valuable data that would be lost during redesign.

14. A network that covers entire geographical regions is most commonly referred to as a(n)
- A) local area network.
 - B) intranet.
 - C) peer-to-peer network.
 - D) wide area network.
15. Transferring data from a legacy system to the new system would be defined by which category of system design specifications?
- A) input
 - B) database
 - C) manual procedures
 - D) conversion

SECTION B

TRUE/FALSE QUESTIONS

[10 marks]

- 1) In a digital firm, the core activities as well as its business relationships with customers, suppliers, and employees are not digitally enabled and mediated.
- 2) E-commerce refers to the use of any networking technologies to transact business.
- 3) The NUST Hotel School Reservation System is a typical example of a management information system.
- 4) The Internet shrinks information asymmetry.
- 5) Wireless networks are vulnerable to penetration because radio frequency bands are easy to scan.
- 6) In white-collar fraud, information systems are most typically used as a means to hide financial evidence of crimes.
- 7) Computer worms spread much more rapidly than computer viruses.
- 8) A DBMS separates the logical and physical views of data.
- 9) A hub is a networking device that connects network components and is used to filter and forward data to specified destinations on the network.
- 10) The system is not in production until conversion is complete.

SECTION C**STRUCTURED QUESTIONS****[75 marks]****Question1****[15 marks]**

- a) State what an Information System is and describe its four components? (5)
- b) Describe how an Information System can be used to achieve competitive advantage. (3)
- c) Briefly explain how information systems enable organisations to achieve “customer and suppliers’ intimacy”. (4)
- d) Describe how an information Technology can be used to enhance business processes (3)

Question 2**[15 marks]**

- a) Organizations usually have different management groups, from operations level, management level and strategic level. For each of these levels discuss the four major types of Information Systems typically used to make an organization successful. (8)
- b) Define Porter’s competitive forces model and explain how it works. (7)

Question 3**[15 marks]**

- a) You are starting an IT company with a single business partner and are planning the IT Infrastructure. Discuss on at least five different challenges Traditional File Processing systems have need? (10)
- b) Describe the social cost incurred due to introduction of ICT (5)

Question 4

[15 marks]

a) A small design agency you are consulting for will be creating client Web sites and wants to purchase a Web server so they can host the sites themselves. How will you advise them on this purchase using the Total Cost of Ownership (TCO)? (10)

b) Your friend has suggested to you that you consider Cloud Computing as part of your IT infrastructure.

Describe Cloud Computing and highlight the drawbacks of cloud computing? (5)

Question 5

[15 marks]

a) How are RFID systems used in inventory control and supply chain management? (4)

b) What are wireless sensor networks? How do they work and what are they used for? (6)

c) What are the security challenges faced by wireless networks? (5)

[THE END]