

TITLE	HET: BCOMM BUSINESS MANAGEMENT
SUBJECT	MANAGEMENT INFORMATION SYSTEMS
SUBJECT CODE	MIS110
TEST/EXAM	EXAM
SEMESTER	2ND
DATE WRITTEN	12 NOVEMBER 2018

TOTAL MARKS	120
DURATION	2,5 HOURS
EXAMINER	LINDOKUHLE THWALA
MODERATOR	THABISO MATHABATHE

REQUIREMENTS:

Learner Requirements: Stationery and Examination Book

Equipment Requirements: None

This paper consists of:

1. Section A : 20 marks
2. Section B 100 marks

Please answer **ALL** questions.

PLEASE READ THE ASSESSMENT RULES AND REGULATIONS THAT FOLLOW

Learners are warned that contravening any of the examination rules or disobeying the instructions of an invigilator could result in the examination being declared invalid. Disciplinary measures will be taken which may result in the students' expulsion from Damelin.

ASSESSMENT RULES AND REGULATIONS

Please ensure that you have read and fully understand the following assessment rules and regulations prior to commencing with your assessment:

1. To be permitted access to the examination, a learner must arrive with:
 - an Identity Document or other official proof of identity (for example, - a student card, passport or driver's licence card with photo); and
 - the required exam stationery.
2. No learner may enter the examination room more than 30 minutes after the examination sitting has commenced and no candidate may leave the room less than one hour after the examination sitting has commenced.
3. No extra time will be allowed should a student arrive late.
4. All learners must sign the *Attendance Register* for the examination on arrival.
5. It is the responsibility of learners to familiarise themselves with the examination rules prior to sitting for the examination.
6. All examinations are to be written on the date and time officially stipulated by the College.
7. It is the responsibility of learners to ensure that they are writing the correct paper and that the question paper is complete
8. Cell phones must be switched *off* prior to entering the exam venue. Cell phones and wallets may be placed under candidates' chairs rather than at the front of the room.
9. Learners may not handle cell phones or wallets during the exam.
10. No weapon of any description may be taken into the assessment room.
11. All personal belongings are to be placed at the front of the examination room. Personal belongings brought to the examination are at the owner's risk.
12. Smoking is not permitted and learners will not be allowed to leave the examination room in order to smoke
13. Once the examination has commenced, all conversation of any form between candidates must cease until after candidates have left the room, after the examination.
14. *Only* the official College examination book, as supplied by the College, may be used.
15. Learners must ensure that their student number is written on the answer book.
16. Learners are responsible for ensuring that they follow the instructions in the examination for submitting their answers.
17. Please read the instruction appearing on the examination paper carefully
18. The number of every question must be clearly indicated at the top of every answer.
19. No pages may be torn out of the answer book. All question papers and scrap paper must be handed to the invigilator after the examination.

20. Learners finishing earlier are to leave the examination room as quietly as possible on the instruction of the invigilator, and may not talk until outside the building where the examination is being written.
21. Only under exceptional circumstances will a learner be permitted to leave the examination room during the examination, and if the invigilator gives permission. An invigilator must accompany the learner. Only one learner at a time may be absent from the examination room.
22. Candidates may not act dishonestly in any respect.

SECTION A**[20 Marks]****Question 1****[10]**

1.1 Name 5 types of networks

(10)

Question 2

2. Write the following abbreviations in full

(10)

2.1 IP

2.2 MIS

2.3 DSS

2.4 BI

2.5 EIS

SECTION B**[100 Marks]****Question 3**3.1 With an aid of a diagram, briefly discuss the functions of an Information System.
(15)**Question 4**4.1 With an aid of diagram, briefly describe the Porter's competitive force of model
(10)

4.2 With an aid of a diagram, describe the components of IT infrastructure (10)

4.3 Briefly explain the competitive forces for IT infrastructure investment (10)

Question 5

You have been recently employed as a Business Analyst for AB Company. AB Company, specializes in designing and developing Information Systems for other companies. They also provide support, advice and recommendations to their clients where necessary.

AB Company has been contracted by JTech Company to develop and implement an information system which meets their needs and services. Before an information system is developed, a Business Analyst must conduct a thorough investigation concerning the current system in use.

JTech Company is a manufacturer of tinned foods based in Johannesburg, South Africa. Their operations and financial department uses spreadsheets and manual processes for much of its information gathering and reports. Departmental managers, towards end of the month, they would spend most of their time consolidating and re-entering data into the final spreadsheet which will be sent to top management for strategic analysis and decision making. JTech Company has no automated method for keeping track of their inventory, as a result management in the operations and financial department works with approximations.

Management has tasked you to give advice and recommendations to JTech Company on the most suitable Information System to use. As a Business Analyst, the following questions must be addressed:

- a) Are there any global challenges or opportunities they may encounter after implementing an Information Systems [10]
- b) How does implementing a new system bring change to their organization? [10]
- c) According to what you have learnt, briefly discuss the following types of Information System: Transaction Processing System, Decision Support System and Management Information System. In your answer, give some recommendations on the most suitable Information System to be used at JTech Company. [15]
- d) What security measures can be put in place, to ensure security of hardware, software and the organization as a whole? In your answer, discuss the issue of viruses, hacking, cracking, internal and external threats. [10]
- e) How does internet support communication and e-business in an organization? In your answer, discuss the impact of social network and business intelligence. [10]