

University of Ruhuna- Faculty of Technology
Bachelor of Information Communication Technology Honours Degree
Level 1 (Semester II) Examination –November/December 2022
Academic year 2020/2021

Course Unit: ICT1242 Management Information System (Theory)
Duration: 2 hours

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- Answer all four (04) questions.

1)

- a) Mr. Saman's father has a shop which sells shoes in Matara area. At the moment all the business activities are formed and maintained manually. The shop is becoming very popular and below given table shows the profit of the business for past five years.

Year	Profit (Rs.)
2017	550,500
2018	600,750
2019	800,000
2020	835,000
2021	902,000

Mr. Saman who is following a computer degree at faculty of Technology, suggested to his father that it is time to computerize the shop and use Information Technology (IT) to enhance the business processes.

- i) By referring above given scenario briefly describe "Data" and "Information" with supportive examples.
- ii) List and briefly describe three (03) basic activities of an "Information System".
- b)
- i) List down the six (06) strategic business objectives.
- ii) Assume you are Mr. Saman and explain your father how you can achieve one (01) objective using information systems to his business.
- c)
- i) By referring Mr. Saman's father's shop briefly describe what a "Transaction Processing System" is?
- ii) Assume you are Mr. Saman and by providing at least two (02) examples explain to your father how IT enhances the father's business processes in below given way.
- Increasing efficiency of existing processes
- 2)
- a)
- i) Define the term "Collaboration" related to the Information System.
- ii) Briefly describe "Why Collaboration and Teamwork are Important" under the below given two (02) facts.
- Changing nature of work
 - Changing organization of the firm
- b)
- i) What is meant by "Social Business"?
- ii) State four (04) applications of social business.
- c)
- i) Briefly describe the difference between "Structured Decision" and "Unstructured Decision".

- ii) Briefly describe how you are going to select a suitable Laptop for your studies. Use the four (04) stages of decision-making process as a framework.
- 3)
- a)
- i) List down two (02) possible reasons why some of the directors think that investments in Information Technology do not always produce positive results.
- ii) Briefly explain how the following points can be impacted on organization with the usage of Information Systems.
- Economic Impact
 - Impact of the Internet
- b)
- i) State and briefly explain three (03) malwares that can be affected to an Information System.
- ii) Describe the following terms with relevant examples
- E-Business
 - E-Commerce
 - E-Governance
- c) Suppose that you have started a computer shop in Kamburupitiya area to sell "X" branded laptop computers to university students. Soon after seeing the success of your business few other businesses also started to sell laptops but with different laptop brands. You have identified that the new laptop brands are a threat to your business.
- i) List down five (05) forces of "Porters Five Forces" model.
- ii) By considering three (03) facts briefly describe how the new laptop brands can be a threat of substitute product for the laptop band "X".
- 4)
- a)
- i) Define following terms.
- Routines
 - Value web
- ii) Explain how the following three (03) Information System strategies are dealing with competitive forces?
- Low cost leadership
 - Customer and supplier intimacy
 - Product differentiation
- b) Management of the Faculty of Technology has introduced a new Canteen Management System (CMS) for the students to improve the efficiency of the canteen by reducing the daily wastage of food in the canteen. But students are reluctant to use new CMS and they are requesting to continue the previous procedures.
- i) Explain "change management" in an organization.
- ii) List down two (02) possible reasons why students of the faculty resist for the proposed organizational change.
- c)
- i) Briefly explain following Supply Chain Management Systems with a relevant diagram.
- Push based model
 - Pull based model
- ii) State four (04) ways of how Information System facilitate supply chain management

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