UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Postgraduate and Mid-career Development Unit

Master of Business Administration (Weekday) Programme – 2016-2018

Trimester II Examination – July, 2017

MBA 5106 – Management Information Systems

Three (03) Hours

Answer **FOUR (04)** questions in all, selecting **TWO (02)** questions from each part. Answers to PART-I and PART-II should be written in **TWO SEPARATE** answer books and handover to the supervisor separately.

PART- I

1.a. Identify and discuss the major types of information systems that serve the management to make decisions.

(10 Marks)

b. "Though the information technology is widely used in today's business organizations, there are arguments that productivity has not been enhanced in the service sector".
Elaborate this statement with suitable examples.

(15 Marks)

(Total 25 Marks)

2.a. Describe and comment on major management challenges in developing an Information System in an organization.

(10 Marks)

b. Explain four types of Organizational Changes that can be promoted by Information Systems.

(15 Marks)

(Total 25 Marks)

3.a. Describe the two different types of information systems that are used to support knowledge management in an organization.

(10 Marks)

b. Explain in detail why knowledge management is very important in today's business context.

(15 Marks)

(Total 25 marks)

PART- II

4. "Information technology can't really give an enterprise a strategic advantage, because most competitive advantages don't last more than a few years and soon become strategic necessities that just raise the stakes of the game. Today information technology is nothing more than the infrastructure of modern business that has become too commonplace for any enterprise to gain a strategic advantage from it."

Discuss this statement with examples.

(25 Marks)

5. Identify issues that organizations face in maintaining required level of reliability relating to information systems. What are the remedial actions that can be taken in order to eliminate/mitigate these issues?
You are expected to identify at least four issues which include both security and non-security reared.

(25 Marks)

6. Discuss different outsourcing options available for an organization in managing information technology based systems.
You are expected to provide, benefits and challenges associated with each options.

(25 Marks)