

UNIVERSITY OF COLOMBO, SRI LANKA
FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II – Semester VI)
Examination – December 2017

INB 2218/ HRM 2218 Management Information Systems

Two (02) Hours

Answer **FOUR (04)** Questions in all selecting, all questions from Part A, and any two questions from Part B

PART A

1.

Sunil Hardware is a small family business in Kolonnawa, Sri Lanka. The owners, Mr. Sunil and his wife, must use every square foot of store space as profitably as possible. They have never kept detailed inventory or sales records. As soon as a shipment of goods arrives, the items are immediately placed on store shelves. Invoices from suppliers are only kept for tax purposes. When an item is sold, the item number and price are rung up at the cash register. The owners use their own judgment in identifying items that need to be reordered.

- a. Analyze the business impact of this situation and explain how could information systems help Mr. Sunil and his wife to run their business more efficiently and effectively?
(15 Marks)
- b. Explain why business organizations should invest on the development of information systems in their firms.
(10 Marks)
- c. As a management undergraduate, explain why is it important for managers to be 'Tech Savvy'.
(10 Marks)

(Total 35 marks)

2. Briefly explain the following.
- a. Executive Support System
 - b. e- Commerce
 - c. Information System Literacy
 - d. Radio Frequency Identification System (RFID)
 - e. Knowledge Management System

(3*5= 15 Marks)

PART B

3.

- I. What are the core activities in the systems development process?
(05 Marks)
 - II. Why is so important to understand how a business process works when trying to develop a new information system?
(05 marks)
 - III. Scholars have said that the best way to reduce systems development costs is to use application software packages or fourth-generation tools. Do you agree? Explain your answer.
(05 Marks)
 - IV. What are the challenges posed by global information systems and management solutions for those challenges?
(10 Marks)
- (Total 25 marks)**

4.

- I. If we talk about the mobile communication technologies we can count on many mobile technologies such as 2G, 3G, 4G and many more. What is 5G and why it is important? Briefly explain your answer.
(7 Marks)
 - II. "Today's corporate network environment is very complex". Explain your answer by giving suitable examples from the real world.
(8 Marks)
 - III. What is meant by big data? Explain its impact on business.
(10 Marks)
- (Total 25 marks)**

5.

- I. Why are information systems vulnerable to destruction, error, and abuse?
(7 Marks)
 - II. "In a corporate environment, an enterprise-wide Management Information System is a hacker's dream." discuss the extent to which you agree or disagree with this statement.
(8 Marks)
 - III. Briefly explain the different types of protection techniques that organizations use in order to establish the security and control within the organization.
(10 Marks)
- (Total 25 Marks)**
