

**BCS THE CHARTERED INSTITUTE FOR IT**

BCS HIGHER EDUCATION QUALIFICATIONS  
BCS Level 6 Professional Graduate Diploma in IT

**MANAGEMENT INFORMATION SYSTEMS**

Monday 17<sup>th</sup> April 2023 - Afternoon

Answer **any** THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours

**Answer any Section A questions you attempt in Answer Book A  
Answer any Section B questions you attempt in Answer Book B**

The marks given in brackets are **indicative** of the weight given to each part of the question.

Calculators are **NOT** allowed in this examination.

**Section A**  
**Answer Section A questions in Answer Book A**

**A1.**

Managers perform one or more activities as part of their managerial duties.

For **each** of the following management activities, describe and justify **ONE** suitable Management Information System (MIS) that could effectively support the activity, giving suitable examples and diagrams wherever possible.

- a) Monitoring the external environment for information that could be useful to the manager and their team. **(8 marks)**
  
- b) Identifying issues within the work undertaken by the manager's team so that they can identify and take actions. **(8 marks)**
  
- c) Allocating resources to work tasks that are assigned to the manager's team to achieve planned outcomes. **(9 marks)**

**A2.**

- a) Define self-service Business Intelligence (BI) Systems and explain their key features. **(6 marks)**
  
- b) Outline **TWO** benefits and **TWO** potential drawbacks to self-service BI systems, in comparison to BI systems that are not self-service. **(8 marks)**
  
- c) Your company is considering implementing a self-service BI system to support Human Resources (HR) management decision making. A feasibility assessment is required before a decision to proceed can be made.

Describe what contents you, as an IT manager, would expect to see covered within the feasibility assessment for this self-service BI system proposal and who you would expect to be involved in the approval decision. **(11 marks)**

**A3.**

Compare and contrast **each** of the following pairs of MIS concepts:

- i) Periodic reports and ad-hoc reports. **(5 marks)**
- ii) Simulation model and forecasting model. **(6 marks)**
- iii) Independent data mart and enterprise data warehouse. **(7 marks)**
- iv) Enterprise Resource Planning (ERP) system and Online Analytical Processing (OLAP) system. **(7 marks)**

**Section B**  
**Answer Section B questions in Answer Book B**

**B4.**

The administration of a large industrial organisation is reviewing the internal information systems it has in place. These systems relate to the recruitment, management and staff support.

- a) Discuss **THREE** categories of information whose collection, use, retention and disposal by the administrative group will be governed by UK legislation. You should name the relevant legislation in each case. **(12 marks)**
  
- b) For **ONE** of these categories of information, produce a document which could act as a work-flow covering the life-cycle of data management and which provides checklists to support the organisation's full compliance with the legislation throughout that life-cycle. **(13 marks)**

**B5.**

Your organisation, a retail company specialising in fashion items, wishes to replace the existing information system it uses as the environment supporting online sales. The aim is to grow the business by providing customers with a seamless service over a variety of web clients and platforms – using a 'mobile first' philosophy.

- a) Discuss **THREE** design considerations which will be critical to the success of this ambition. **(12 marks)**
  
- b) Describe the contents of a presentation to senior management aimed at explaining the nature of the proposal and how its design can achieve success. Give examples to illustrate your points. **(13 marks)**

**END OF EXAMINATION**