

**BCS THE CHARTERED INSTITUTE FOR IT**

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

**MANAGEMENT INFORMATION SYSTEMS**

Thursday 1<sup>st</sup> October 2015 - 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 <b>NOT</b> allowed in this examination.
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**Section A**

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

A1.

- a) For EACH of the following roles, discuss the principal duties and justify why each role is important to the development of large enterprise-wide Business Intelligence (BI) systems.
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|--|-----------|
| i) Business sponsor.                             | (5 marks) |
| ii) Project manager.                             | (5 marks) |
| iii) Meta-data repository developer.             | (5 marks) |
| iv) Extract-Transform-Load (ETL) lead developer. | (5 marks) |
- b) Explain THREE key differences between a BI steering group and a BI competency centre. (5 marks)

A2.

- a) Describe THREE levels of management, and explain the differing information requirements at each level. (9 marks)
- b) With the aid of suitable examples, describe the ways in which the Internet can enable MIS provision. (16 marks)

A3.

a) For EACH of the following MIS development approaches, provide an overview of the approach and explain to which MIS development situations the approach is most suited.

- i) Traditional approach.
- ii) Evolutionary approach.
- iii) Phased approach.

**(3x5 marks)**

b) The finance manager of a local company wishes to develop his own spreadsheet-based Decision Support System (DSS) that will help determine the financial feasibility of any potential project the organisation is considering. Discuss the benefits and potential problems that might arise as a result of the DSS being developed by the finance manager.

**(10 marks)**

### **Section B**

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

B4.

In the context of MIS, describe each of the following applications and evaluate their benefits.

a) Data warehousing. **(8 marks)**

b) Customer Relationships Management (CRM) systems. **(8 marks)**

c) Enterprise Resource Planning (ERP) systems. **(9 marks)**

B5.

A firm of solicitors wishes to develop a knowledge-based system for use by its customers. Competing firms of solicitors only provide telephone or face-to-face advice. The solicitors would be responsible for entering the knowledge data and for answering any queries beyond the scope of the new knowledge-based system.

The firm broadly agrees with this approach but is concerned that its reputation could suffer if the knowledge-based system gave the wrong advice.

As an independent consultant brought in to advise the firm of solicitors.

a) Describe knowledge-based systems and explain how such systems could be implemented. **(12 marks)**

b) Explain how the knowledge-based system should be tested. **(13 marks)**