

BCS THE CHARTERED INSTITUTE FOR IT

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

Management Information Systems

Thursday 28th September 2017 – 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. With the aid of examples, describe and justify a suitable MIS that you would implement to support **EACH** of the following situations found within an international manufacturing company:
- a) Senior management's monitoring of the Company's progress towards achieving its strategic objectives. **(9 marks)**
 - b) Middle management's decision-making concerning different aspects of the manufacturing process. **(8 marks)**
 - c) Communication and sharing of manufacturing and product information between managers based at different geographic locations. **(8 marks)**
- A2.
- a) With the aid of suitable examples, describe the key features found within an On-Line Analytical Processing (OLAP) tool. **(11 marks)**
 - b) Outline THREE benefits that a company might expect from using an OLAP tool. **(6 marks)**
 - c) Explain the key advantages and disadvantages of the manager directly operating an OLAP tool application, rather than its being operated by someone on his/her behalf. **(8 marks)**

- A3. A company is considering outsourcing all future MIS application developments.
- a) Discuss the advantages and disadvantages of outsourcing the Company's future MIS application developments, clearly stating within your answer any assumptions you make regarding the Company and its operations.
(13 marks)
 - b) Business Intelligence (BI) systems developments should 'start small, aim big'.
 - i) Define what is meant by this statement.
(6 marks)
 - ii) Explain the role that a metadata repository plays in ensuring that BI systems can 'start small, aim big'.
(6 marks)

Section B
Answer Section B questions in Answer Book B

- B4.
- a) In the form of a report to senior management, compare and contrast the concepts of data protection and information security management as they apply to MIS in an internet based commercial organisation.
(15 marks)
 - b) With reference to relevant examples, describe how you would ensure that policies covering these activities are regularly reviewed and tested.
(10 marks)
- B5. *"A company which refuses to engage with its customers using social media will fail within five years."*
- a) Using appropriate examples, discuss the extent to which you either agree or disagree with this statement.
(13 marks)
 - b) Write a report to MIS managers explaining how a commercial organisation can enhance its traditional Customer Relationship Management system by developing social media relationships with customers.
(12 marks)