

BCS THE CHARTERED INSTITUTE FOR IT

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

MANAGEMENT INFORMATION SYSTEMS

Thursday 27th September - 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. Explain each of the following concepts, evaluating their usefulness within the development of a data-oriented Decision Support System (DSS). Include an overview of the key features of a data-oriented DSS and support your answer with relevant illustrative examples.

- Enterprise Resource Planning (ERP) system.
- Prototyping.
- Extract-Transform-Load (ETL) operations.

(25 marks)

A2. With the aid of illustrative examples, explain each of the following concepts and how they interrelate.

- Critical Success Factors (CSFs).
- Key Performance Indicators (KPIs).
- Electronic Dashboard.
- Business Performance Management (BPM).

(25 marks)

A3.

a) Identify and justify FIVE key attributes a project manager of a large BI system project should possess.

(15 marks)

b) Describe the purpose of an MIS feasibility report and the key aspects that would be included within it.

(10 marks)

Section B
Answer Section B questions in Answer Book B

- B4. Corporate organisations are finding it increasingly necessary to use social media as a means of communicating with their customers. However, not all organisations have managed their use of social media successfully.
- a) Discuss THREE examples you have studied where either GOOD or BAD use of management information via social media by a corporate organisation has gained wider publicity.

(12 marks)
 - b) Write a document outlining THREE essential guidelines for managing corporate social media use in the context of MIS.

(13 marks)
- B5. In his retirement speech recently, the outgoing Chief Information Officer (CIO) from a major accounting firm remarked that “rapid application development has caused more problems in MIS than it has ever solved”.
- a) Describe in detail what is meant by the term “rapid application development”.

(12 marks)
 - b) For an article you hope will be published in the company magazine, discuss the extent to which you agree or disagree with the opinion of the CIO. You should provide examples to support your views and state any assumptions which you make.

(13 marks)