BCS THE CHARTERED INSTITUTE FOR IT

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

MANAGEMENT INFORMATION SYSTEMS

Tuesday 4th May 2021 – 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.
    a) With the aid of a suitable reference model, explain what is meant by the term 'management decision making'.

(7 marks)

    b) With the aid of suitable illustrative examples, discuss the extent of the support that EACH of the following modelling techniques can support management decision making.

        i) Optimisation;
        ii) Simulation;
        iii) Forecasting.

(18 marks)

A2.
For EACH of the following information systems, describe its key characteristics and discuss the extent to which it can support the management of the Human Resources (HR) function within an organisation.

    i) Enterprise Resource Planning (ERP) system;
    ii) Group Decision Support System (GDSS);
    iii) Expert system.

(25 marks)

A3.
Business Performance Management (BPM) is said to include the following:

1. A top-down corporate strategic planning process.
2. Business Intelligence (BI) Systems that enable monitoring and management of achievement against plans.

    a) Explain what is meant by a top-down corporate strategic planning process, highlighting **ONE** key benefit and **ONE** key weakness of the process.

(12 marks)

    b) With the aid of one or more suitable diagrams, discuss how a BI system could help a senior manager to monitor achievement against corporate goals.

(13 marks)

B4.
a) Discuss **FOUR** key stages which should take place during the planning of a new MIS project.

(16 marks)

b) Describe a project management approach which would be appropriate for an MIS development, explaining why it would be appropriate.

(9 marks)

B5.
a) Discuss the impact of Social Media on the future development of corporate Management Information Systems (MIS).

(15 marks)

b) Describe a possible scenario in which a poorly implemented solution integrating MIS and Social Media could put corporate information at risk.

(10 marks)

End of Examination