

BCS THE CHARTERED INSTITUTE FOR IT

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

MANAGEMENT INFORMATION SYSTEMS

Thursday 7th October 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.

With the aid of illustrative examples, describe **ONE** key benefit and **ONE** key challenge associated with **each** of the following MIS developments:

- a) The provision of a near-real time Business Intelligence (BI) system.
- b) The development of a BI system employing a data warehouse based on a Data Mart Bus architecture.
- c) The development of a Decision Support System that simulates a Company's production process.
- d) The outsourcing of a DSS development project.

(25 marks)

A2.

Simon (1977)'s decision making model separates the phases of decision making into:

- Intelligence
- Design
- Choice

- a) Explain what **each** of the **THREE** phases of Simon (1977)'s Decision Making model entails.

(7 marks)

- b) Outline the key features of an OLAP tool and discuss the extent to which an OLAP-based MIS is useful in supporting Simon (1977)'s phases of decision making.

Illustrate your answer with examples based on the Sales & Marketing function of an organisation.

(18 marks)

A3.

Explain, with supporting examples, how and why **each** of the following can influence the success of an MIS development project:

- a) User views of the resultant MIS and what it will provide.
- b) Top management support.
- c) The attributes of the MIS development project manager.
- d) The existing IT infrastructure within the target organisation.

(25 marks)

Section B
Answer Section A questions in Answer Book B

B4.

A manufacturing company needs to decide which out of three available BI reporting tools is the most appropriate to adopt.

- a) Explain and justify **FIVE** factors that would need to be considered as part of this selection decision.
(15 marks)

- b) Outline a process that would enable the company to select the most appropriate BI reporting tool whilst taking into account the **FIVE** factors you have identified in a).
(10 marks)

B5.

For **each** of the following technologies, provide a suitable definition and discuss the extent to which it impacts on the provision of corporate MIS:

- a) Big data;
- b) Artificial Intelligence (AI);
- c) Mobile Computing.

Illustrate your answer with supporting real-life examples wherever possible.

(25 marks)

End of Examination