

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**MAIN EXAMINATION 2012**

**TITLE OF PAPER:** MANAGEMENT INFORMATION SYSTEMS  
**PROGRAM:** DIP COM 4 (IDE)  
**COURSE CODE:** IDE BA311  
**TIME ALLOWED:** THREE (3) HOURS

**INSTRUCTIONS:**

1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)
2. THE CASE STUDY SECTION (A) IS COMPULSORY
3. ANSWER ANY THREE QUESTIONS FROM SECTION B

**NOTE:**

**MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY PRESENTATION OF WORK.**

**THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.**

## **SECTION A**

This section is compulsory

ASL is a large manufacturer of microcomputer components. It operates plants in several countries including South Africa, Mozambique, Swaziland and India. The products are marketed and distributed worldwide. As an integral part of its expansion, ASL intends to establish a Web-based information system that will handle a variety of transactions (e.g. sales orders, purchasing, cash disbursements, payrolls), operations (e.g. manufacturing, warehousing, shipping), and management activities (e.g. planning new facilities, controlling inventories).

Required:

- a. Describe the steps in strategic planning that ASL should undertake in developing its web-based information system. (10)
- b. What strategic objectives should ASL establish in order to ensure success in its global expansion? (8)
- c. What should be the attributes of ASL's web-based information system? (12)
- d. What pitfalls should be avoided in developing ASL's web-based information system? (10)

## **SECTION B**

ANSWER ANY **THREE** QUESTIONS FROM THIS SECTION.

### **QUESTION 1**

Discuss the difficulties that may rise when one module of an information system has been newly designed and installed, while the remainder of the information system is relatively obsolete and problem-ridden. (20)

### **Question 2**

Why would a giant firm like Swaziland Beverages choose to outsource some of its information system operations? Discuss the benefits and drawbacks of doing so. (20)

### **Question 3**

Discuss the importance of information technology in the performance of value chain activities. (20)

### **Question 4**

Critically analyse business systems planning as an information needs assessment tool. (20)