

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF APPLIED SCIENCES

DEPARTMENT OF COMPUTER SCIENCE

JANUARY 2013 EXAMINATIONS

Course Code SCS 6102

Course Information Systems for Management and Business

Instructions to Candidates

Answer **ANY FOUR** Questions.

QUESTION 1

- a. Using a company of your choice, illustrate how information systems can give that company a competitive advantage [20]
- b. Critique the considerable organisational resistance to the introduction of information systems. [5]

QUESTION 2

- a) Analyse the strategic role information in a business's total quality management. [10]
- b) Construct the different parts of any institution of higher learning explaining at least an information system suitable for easing operations in each part. [15]

QUESTION 3

- a) Most businesses are now advocating for the use of Enterprise Resource planning systems (ERPs). Analyse the challenges associated with such a system. [20]
- b) Contrast positive with negative feedback in relation to systems concepts. [4]
- c) Define a system. [1]

QUESTION 4

- a. Recognise how a firm of your choice can focus on a market niche. [5]
- b. Design a solution to a current identified problem inherent at the college you are enrolled at. [15]
- c. Suggest any five ways of securing valuable information. in business [5]

QUESTION 5

- a. Assuming you are employed by a manufacturing company, recommend the useful information systems for all the primary processes of that manufacturing company. **[12]**
- b. Interpret any five common features of all organisations. **[5]**
- c. Justify the type of an organisation software development companies are. **[8]**