NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

MASTER OF SCIENCE DEGREE IN LIBRARY AND INFORMATION SCIENCE

STAGE I SECOND SEMESTER MAY 2012 EXAMINATIONS

ILI 5107:   MANAGEMENT INFORMATION SYSTEMS

TIME: 3 HOURS

Instructions to candidates
1. Answer any <u>four</u> (4) questions.
2. Each question carries 25 marks.
3. Give equal time to all questions.
4. Importance is attached to accuracy, clarity and legibility of handwriting.

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1. The ART library, is a busy online information centre in town with ten dual core Pentium computers and one hp office jet 4255 ,4 in one printer. The Information centre is used mostly by post graduate students to research on their assignments, do their online studies, as well as post assignments. Its currently experiencing challenges in providing adequate service to their customers during busy periods like early morning , lunch hour and early evenings. One of the objectives of the centre is to offer services at low cost and make 15% profit. Services offered by the centre include research, online examinations, access to online public access catalogues, printing, receipting of payments, and verification of membership cards for members who pay monthly for the services. Verification of membership and processing payments is taking sometimes up to 30minutes .The printer cartridges often run out and customers have to wait for refill. The centre is also failing to manage the long queues during busy periods, and as a result some members are threatening to leave and get service elsewhere, Many suggestions have been written by the customers but managements either has no time to read the suggestion box or they ignore the issues. Quite often the manager claims he only gets to know about the challenges experienced by the customers when it is already too late to rectify.

1.1 Identify the problems encountered at this information centre.   [4 marks]

1.2 Suggest and justify Suggest and justify a management style that would best suite this organisation.   [3marks]

1.3 How would rationalization of procedures, paradigm shift and business process reengineering impact on this organisation.   [9 marks]

1.4 Identify security threats to the information system at ART library, and suggest measures of dealing with them   [9 marks]

2. Compare and contrast the use of prototypes and systems approach to systems development in developing a management information system for an information centre of your choice.
                                                                                                    [25 marks]

3. How can information systems use fuzzy logic, expert systems and neural logic for competitive advantage   [25 marks]

4.1 Critique the notion of outsourcing the development of a Management Information System
                                                                                                    [13 mark]

4.2 Discuss the impact of the different management styles to information management in libraries.   [12 marks]

5. With the aid of specific examples within a library information system discuss the following changeover approaches:

5.1 Parallel changeover   [6 marks]
5.2 Pilot study changeover   [6 marks]
5.3 Phased changeover   [6 marks]
5.3 Direct cutover   [7 marks]

6.1 As a team leader for a team that has been approached to plan and develop a management information system, discuss how your job will be influenced by the following factors:

6.1.1 Structure of the organization   [3 marks]
6.1.2 Information flow around the organization   [3 marks]
6.1.3 Organisational culture   [3 marks]
6.1.4 Personnel in the organization   [3 marks]

6.2. Give any analysis of the feasibility of carrying out such a project.   [13 marks]

END OF PAPER