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

MANAGEMENT INFORMATION SYSTEMS

ILI 5107

SUPPLEMENTARY EXAMINATION PAPER

July 2016

This examination paper consists of 2 pages

Time Allowed:	3 hours
Total Marks:	100
Special Requirements:	None
Examiner's Name:	Mr. E. Mupaikwa

INSTRUCTIONS

1. Answer any four (4) questions
2. Give equal time to all questions you choose
3. Each question carries 25 marks
4. Importance is attached to accuracy, clarity of expression and legible handwriting

MARK ALLOCATION

QUESTION	MARKS
1.	**25**
2.	**25**
3.	**25**
4.	**25**
5.	**25**
6.	**25**

1. Adopting an enterprise application is a key business decision as well as a technology decision. Discuss.   [25 marks]

2. Appraise the contribution of the General System Theory (GST) in the survival of organisations.   [25 marks]

3.1. Explain the operations of the following reasoning techniques in expert systems:

3.1.1   Backward chaining   [5 marks]
3.1.2   Forward chaining   [5 marks]
3.1.3   Fuzzy logic   [5 marks]

3.2 Analyse the role of neural networks in knowledge management.   [10 marks]

4. Outline the general principles of systems development.   [25 marks]

5. Evaluate the following models of decision making
5.1 Rational model   [5 marks]
5.2 Mixed scanning model   [5 marks]
5.3 Garbage can model   [5 marks]
5.4 Political model   [5 marks]
5.5 Muddling through   [5 marks]

6. Assess the contribution of the DeLone and McLean (D&M) Information system success model in information systems quality assurance.   [25 marks]