NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF APPLIED SCIENCE

DEPARTMENT OF INFORMATICS AND ANALYTICS

INFORMATION SYSTEMS STRATEGY (SIIS5104)

Main Examination Paper

First Semester 2024

This Examination Paper consists of 3 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: N/A

Internal Examiner: Professors. S. Dube

External Examiner: Dr. LC Sakala

INSTRUCTIONS

1. Answer ANY FOUR questions.

2. Each question carries 25 marks

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
TOTAL	100

Question 1

a. Demonstrate how knowledge work systems (KWS) can be a competitive strategy at a company of your choice. [15]

b. Justify why you would rather out-source than develop an information system in-house. [10]

Question 2

Describe the characteristics of each of the following information systems:
   a. Enterprise resource Planning (ERP) system. [5]
   b. Executive Support System (ESS). [5]
   c. Transaction Processing System (TPS). [5]
   d. Expert System (ES). [5]
   e. Management Information Systems (MIS). [5]

Question 3

a. Demonstrate how outsourcing an information system benefits an organization of your choice. [5]

b. Use examples to justify how the firm of your choice can benefit from the following competitive strategies:
   I. Alliance. [5]
   II. Market niche. [5]
   III. Switching costs. [5]
   IV. Product / service differentiation. [5]

Question 4

a. Use a diagram to explain the stages of the knowledge management cycle. [15]

b. Demonstrate how the components of an information systems triangle can be adopted as a competitive strategy. [10]

Question 5

Evaluate how the following Michael Porter's five forces model can be applied as a competitive strategy by an industry of your choice.

a. Industry rivalry. [5]
b. Substitute product / service. [5]
c. Threat of new entries. [5]
d. Bargaining power of buyers. [5]
e. Bargaining power of suppliers. [5]

END OF QUESTION PAPER