

Ollscoil na hÉireann, Gaillimh

National University of Ireland, Galway

SEMESTER I EXAMINATIONS 2000

HIGHER DIPLOMA IN BUSINESS STUDIES

MANAGEMENT INFORMATION SYSTEMS I

Professor R. O'Callaghan

Professor J.F. Collins

Mr. Martin Hughes

Time allowed: **TWO** hours

Candidates are required to answer **THREE** questions

All questions carry **EQUAL** marks

Question 1

When seeking to implement Information Systems to gain a competitive advantage, MIS professionals have made extensive use of **strategic information systems frameworks**.

Illustrate your understanding of strategic information systems frameworks by applying some of these frameworks to the book retailing industry.

Question 2

Outline the main functions of operating systems, applications software and programming languages.

Question 3

Tom Ryan runs a small family owned insurance business in Galway. Tom recently attended an insurance brokers conference. The conference included a section on

information technology in the insurance industry. As a result Tom has decided to purchase a computer for the office however, as he has no technical knowledge of computers he has asked you to prepare a report as follows:

1. Outline and discuss the hardware components of a modern personal computer. (20 Marks)
2. Highlight any emerging hardware developments/trends that may be relevant. (7 Marks)
3. Briefly discuss the issues that Tom should consider when purchasing a computer for his business. (6.33 Marks)

Question 4

“The **user interface** is a central component of any information system and as such should receive the same priority and be subject to the same rigorous development procedure as the back-end functionality.”

Discuss this statement in relation to the design of effective information systems in organisations.

Question 5

The success or failure of any organization depends on its ability to make good decisions. As a result IS professionals have developed a range of tools to assist managerial decision-making. Outline the evolution of these tools and highlight the main similarities and differences.