

Ollscoil na hÉireann, Gaillimh

National University of Ireland, Galway

Semester II Examinations 2001/2002

SECOND COMMERCE EXAMINATION

INFORMATION SYSTEMS FOR MANAGERS - ISM (MS203)

Professor B. O'Keefe

Professor J. F. Collins

Mr J.P. Brown

Time Allowed: TWO HOURS

Candidates are required to answer Question One in SECTION A and two other questions from SECTION B

All questions carry EQUAL marks

SECTION A

Question 1.

You have just been hired as the Information Systems manager of a medium-sized manufacturing company. One of your first tasks is to prepare a report, which demonstrates to senior management the strategic potential of Information Systems for this organisation.

In the report you should make use of at least three frameworks, which will enable the managers to think more clearly about how Information Systems might have strategic implications for this company.

You are required to prepare the report.

SECTION B

Question 2.

The decision to **outsource** Information Systems rather than to develop systems in house should not be taken lightly. Discuss this statement.

In your answer you should:

- define outsourcing
- outline reasons for outsourcing
- discuss decision criteria that need to be established in deciding what to outsource
- other issues.

Question 3.

Information Systems investments are different to traditional investments, and as such they should be analysed differently.

Discuss this statement. In your answer you should outline how the main evaluation techniques used to appraise Information Systems do, or do not, take specific account of the unique characteristics of Information Systems. Make reference to at least two traditional and two contemporary Information Systems analysis techniques in your answer.

Question 4.

Compare and contrast the two main Information Systems evolutionary planning methodologies that have been proposed.

Question 5.

“Business people have discovered an even more disconcerting problem: markets change, but computer systems do not” (The Economist, June, 1990)

Discuss this statement. In your answer you should outline ways in which the flexibility of an Information System can be improved.