

Ollscoil na hEireann, Gaillimh

THE NATIONAL UNIVERSITY OF IRELAND, GALWAY

AUTUMN EXAMINATIONS 2002

B. COMM. DEGREE

Management Decision Systems II (MS306)

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Time Allowed :Two and a Half Hours

Candidates are required to answer three questions. All questions carry equal marks.

Question 1.

In recent months a number of ERP vendors have announced a new type of software called "strategic enterprise management systems". The IT director of a large Irish organisation has asked you to prepare a short briefing for the executive committee of the organisation in question addressing the following issues:

- The nature and purpose of strategic enterprise management systems (15 Marks)
- How these systems differ from traditional executive information systems (10 Marks)
- Other relevant information (8 Marks)

Total: 33 Marks

Question 2

The Managing Director of a large multinational electronics firm has recently announced that the company intends to embark on an Intranet development programme. In preparation for this the plant manager of the local manufacturing operation here in Ireland has asked you to prepare a short report on Intranets for the senior management team. Your report should address the following issues:

- The fundamental features of an Intranet. (10 Marks)
- The benefits and the risks associated with Intranets and (13 Marks)
- The types of applications, which are suited to the Intranet environment. (10 Marks)

Total: 33 Marks

Question 3

Write a short note on **ONE** of the following :

- Work Group Computing
- Executive Information Systems

(33 Marks)

Question 4

The government's new food safety facility is considering implementing an intranet-based knowledge management system to improve the sharing of insights and experience between its sixty research scientists. As part of this project they have retained you as a consultant to advise them on the technical and organisational requirements associated with the successful deployment of the technology. As part of your first meeting with the project team you have been asked to prepare a short briefing document addressing the following issues:

The nature of knowledge work and the challenges it presents for organisations

(10 Marks)

The benefits that accrue from effective knowledge management

(13 Marks)

The pitfalls or risks associated with knowledge management.

(10 Marks)

Total: 33 Marks

Question 5

Discuss in detail the critical success factors associated with the successful deployment of Intranets in large organisational settings.

(33 Marks)

(End of Question Paper)