

OLLSCOIL NA hÉIREANN
The National University of Ireland
UNIVERSITY COLLEGE GALWAY
SEMESTER II EXAMINATIONS 2000
HIGHER DIPLOMA IN BUSINESS STUDIES
MANAGEMENT INFORMATION SYSTEMS II

Professor C. Holtham
Professor J.F. Collins
Mr. W. Golden
Ms. A. Cosgrove

Time allowed: TWO hours

Candidates are required to answer THREE questions

All questions carry EQUAL marks

Question 1

“With the decreasing cost of hardware, companies nowadays are using more of their IT budget spend to increase the information control and security of their systems”.

Outline the importance of **Information Control & Security** as a prime factor of concern for management of today's organisation.

(33 marks)

Question 2

In relation to **Knowledge Management** – Discuss how information systems in the form of Decision Support Systems, Executive Info Systems and other decision support tools are used to aid decision making for management.

(33 marks)

Question 3

“Database technology can cut through many of the problems created by traditional file organisation”

Discuss databases in the light of the above statements under the following headings:

- DBMS
- Data Relationships
- Data base Structures
- Advantages & disadvantages
- Uses

(33 marks)

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Question 4

(a) Define **Artificial Intelligence** & give examples of its application.

(15 marks)

(b) What are the main characteristics & capabilities of **Expert Systems** . Support your answer with references to case studies.

(17 marks)

Question 5

Outline how the global availability of the Internet has fuelled the growth of **electronic commerce**. In your answer indicate the main growth areas and the potential benefits that electronic commerce brings to the business world.

(33 marks)