



UVA WELLASSA UNIVERSITY
DEPARTMENT OF COMPUTER SCIENCE &
TECHNOLOGY

1ST SEMESTER EXAMINATION FEB/MAR 2012

CST 473-2/CST444-2 Management Information Systems

Time allowed: Two(2) hours

This paper has two parts.

Part I includes three essay type questions and Part II includes MCQ type 60 questions.

Answer all parts and attach your question papers to the answer script.

Part I essay type questions

Q1.

SystemX Inc. Withdraws Rs. 1 Billion SoftGuide Acquisition Offer

The following is an excerpt from a news article in the *Daily Update*, March 07, 2010

“SystemX Inc., called off its acquisition of SoftGuide Knowledge Consultants, Friday, saying that 1Billion was too high a price.” (SoftGuide has a considerable market share in Training and Development services and would therefore help SystemX to diversify and expand its range of services to customers.)

“Although SystemX officials would not comment further, several observers said that problems discovered at SoftGuide probably lay behind the decision.... The article said that SystemX feared that SoftGuide’s data-processing system was inadequate to handle the new products planned for the SoftGuide sales staff. SystemX officials were also concerned about the 30 percent annual turnover among sales personnel... Tabrez A., SoftGuide CEO, responded that the SoftGuide’s data-processing was quite competent and has absorbed at least one new product a month for two years.”

- a) Why should SystemX be so concerned about the capabilities of SoftGuide’s data-processing?
- b) What competitive advantages to a Training and Consultancy services company may be provided by an information system?

Q2.

- a. Describe the following terms
 - i. E-business strategy
 - ii. Extended Value Chain and supply chain management
 - iii. Relationship management in value networks

- iv. Do you agree with the statement that ERP is intended for operational excellence and not for strategic advantage?
- b. ERP implementation is much more than a technical implementation. It is a major organizational change effort. In your opinion, will creating the CIO position make a significant difference in future implementation efforts? Explain why or why not. What three recommendations would you make to the new CIO?

Q3. Information System in a Restaurant

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold-item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a *drink*. A customer's meal check-listing (bill), the items ordered, and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers.

Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service.

Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

- a. In light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control. What information would you require to make such decisions?
- b. What would make the system a more complete MIS rather than just a transaction processing system?
- c. Explain how making the system more formal would affect customers and the management?