Uva Wellassa University of Sri Lanka
Faculty of Science and Technology
Department of Computer Science and Technology
400 level 1st Semester Examination – June/July 2017
CST 473-2 Management Information Systems

Uva Wellassa University

Instructions to candidates
Duration: Two (02) hours
Number of questions: Four (04)
Mark allocation: 100
Answer all questions

1.
   a. Briefly explain how Information Systems can improve the quality of decision making of businesses.
   (10 mark)

   b. "To use information systems effectively it requires an understanding of the organization, management and information technology".
   Do you agree with the above statement? Justify your answer with suitable example.
   (15 mark)

2.
   a. Discuss how do information systems serve the different management groups in a business and their relationship with each other.
   (15 mark)

   b. "To deliver genuine benefits, information systems must be built with a clear understanding of the organization"
   Briefly describe **five (05)** organizational factors should be considered when planning a new information system.
   (10 mark)

3.
   a. Describe **three (03)** capabilities of Database Management Systems.
   (9 mark)

   b. What do you meant by Online Analytical Processing (OLAP)?
   (4 mark)

   c. How Google search engine respond to user requests within one-half second? Explain with an example.
   (12 mark)

4.
   a. How do Enterprise Systems help businesses to achieve success?
   (9 mark)

   b. Write short notes about the followings.
      i. Authentication and Authorization
      ii. Phishing and Pharming
      iii. Customer Relationship Management System (CRM)
      iv. Data redundancy and Data inconsistency
      (16 mark)