



STAMFORD COLLEGE

SCHOOL OF BUSINESS

DIPLOMA IN CORPORATE ADMINISTRATION (SEMESTER 5)

DCA 209: MANAGEMENT INFORMATION SYSTEM

Date : 27 July 2007 (Friday)

Time : 9.00 AM – 11.00 AM

Duration: 2 hours

Instructions to Candidates

Question 1 from Section A is compulsory. Answer TWO out of FOUR questions in Section B.

Please ensure that this examination paper contains FIVE questions on THREE printed pages before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

SECTION A

Question 1 (Compulsory)

FILL IN THE BLANKS

- (a) Electronic commerce is commerce, accelerated and enhanced by information technology, in particular, the _____.
- (b) _____ is an approach that produces or delivers a product or service just at the time the customer wants it.
- (c) _____ occurs when a business gives its customers the opportunity to tailor its product or service to the customer's specifications.
- (d) _____ is knowledge about your customers, your competitors, your partners, your competitive environment, and your own internal operations.
- (e) A(n) _____ decision is one for which there may be several "right" answers and there is no precise way to get a right answer.
- (f) A shopping bot is also called a(n)_____.
- (g) _____ is a combination of hardware and software that uses the Internet as the medium for transmission of telephone calls in place of traditional telephone networks.
- (h) _____ provide products and services that complement the offerings of the enterprise and thereby extend its value-adding capabilities to its customers.
- (i) _____ is the use of digital technologies to enable multiple organizations to collaboratively design, develop, build and manage products through their lifecycles.
- (j) A(n) _____ is the network of organizations and business processes involved in procuring materials, transforming them into products, and distributing the products to the customers.

(Total = 10 marks)

SECTION B

Answer TWO out of FOUR questions.

Question 2

- (a) The systems development life cycle is often compared to the construction industry. Try to list some of the activities performed in building a house, which correspond to the different SDLC steps.

SDLC	Activities for Building a Home	
Plan		(1 mark)
Analysis		(2 marks)
Design		(3 marks)
Develop		(1 mark)
Test		(1 mark)
Implement		(1 mark)
Maintain		(1 mark)

- (b) What are the THREE (3) principal causes of system project failure?

(10 marks)

(Total = 20 marks)

Question 3

- (a) What is an IT infrastructure? (5 marks)
- (b) “A fully integrated IT infrastructure is essential for business success.” Do you agree with the statement? Why or why not? Support your answer with FIVE reasons.

(15 marks)

(Total = 20 marks)

Question 4

- (a) What is computer forensics? Why do people engage in computer forensics? (8 marks)
- (b) Identify and describe SIX methods that people normally use to deliberately hide information in the computer. (12 marks)
- (Total = 20 marks)

Question 5

- (a) What is meant by cooptation? (4 marks)
- (b) How can it be used in building global systems? (16 marks)
- (Total = 20 marks)

– END OF PAPER –