

SOUTHEASTERN UNIVERSITY OF SRI LANKA
FINAL EXAMINATION IN BACHELOR OF BUSINESS ADMINISTRATION
/BACHELOR OF COMMERCE – 2008 / 2009

SEMESTER –I, MAY - 2010

MIS 4214 – INFORMATION TECHNOLOGY MANAGEMENT

Answer All Questions.

Time: 03 Hours

01.

1. “Interorganizational Information Systems can bring effectiveness and timeliness in Interorganizational activities”. Define the term Interorganizational Information System and briefly describe four common activities conducted between and among business partners. (05 Marks)
2. In brief, explain the types of information systems supporting different organizational levels. (05 Marks)
3. In an electronic commerce environment, businesses conduct business with other businesses. You are asked to briefly describe the process of how orders are carried out or completed there. (05 Marks)
4. What is a global information system? What are the issues organizations encounter in designing and implementing such system? (05 Marks)

02.

1. Explain how operational, managerial, and strategic levels activities are related to various IT support systems. (06 Marks)
2. Write notes with examples on the following
 - a. Data
 - b. Information
 - c. Knowledge(06 Marks)
3. Compare and contrast grid computing and utility computing (04 Marks)
4. What is an Enterprise wide information system? (02 Marks)
5. Define Virtualization (02 Marks)

03.

1. Define an information system and list its major components (05 Marks)
2. What do you understand by the term Digital Economy? List its major characteristics (05 Marks)
3. Organizations are confronted with Business Pressures. Briefly explain what they are and what major critical response activities are used by organizations (08 Marks)
4. What is Mass Customization? (02 Marks)

04

1. Define what E-Commerce is and distinguish it from e-business? (05 Marks)
2. Discuss the advantages and disadvantages of e-commerce (06 Marks)
3. Write short notes on
 - a. CDMA
 - b. GSM
 - c. TDMA
 - d. Mobile Commerce (06 Marks)
4. What are difference between TCP and UDP? (03 Marks)

05

1. Discuss how collaboration solves supply chain problems. (06 Marks)
2. What is a functional information system? Give examples. (04 Marks)
3. Why is it logical to organize IT applications by functional areas? (04 Marks)
4. Define ERP and describe it major functionalities (03 Marks)
5. What is transaction processing system and list its major characteristics. (03 Marks)