



**FACULTY OF MANAGEMENT  
JUNE EXAMINATION**

**DEPARTMENT OF INFORMATION & KNOWLEDGE MANAGEMENT**

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<b><u>MODULE</u></b>	<b>:</b>	<b>MANAGEMENT INFORMATION SYSTEMS</b>
<b><u>CODE</u></b>	<b>:</b>	<b>ILK2007/IMA8X07</b>
<b><u>DATE</u></b>	<b>:</b>	<b>JUNE 2016 EXAMINATION</b>
<b><u>DURATION</u></b>	<b>:</b>	<b>3 HOURS</b>
<b><u>TOTAL MARKS</u></b>	<b>:</b>	<b>100</b>

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<b><u>EXAMINER</u></b>	<b>:</b>	<b>DR Z BARNARD</b>
<b><u>EXTERNAL MODERATOR</u></b>	<b>:</b>	<b>DR M DE KOCK</b>
<b><u>NUMBER OF PAGES</u></b>	<b>:</b>	<b>2 PAGES</b>

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**INSTRUCTIONS TO CANDIDATES:**

- All questions are compulsory.
- Question papers must be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

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### **QUESTION 1**

Discuss Management Information Systems (MIS) with reference to its definition, the types of MIS, and the benefits of MIS in an organisation.

**[25]**

### **QUESTION 2**

List and discuss the phases of the systems development lifecycle in a step-by-step format.

**[25]**

### **QUESTION 3**

Explain the difference between a Customer Relationship Management (CRM) system and a Knowledge Management System (KMS) addressing their various strategic and competitive opportunities.

**[25]**

### **QUESTION 4**

Discuss how data-mining takes place with specific focus on the differences between databases, data-warehouses and data-marts, referencing the five software components of a database management system.

**[25]**

**TOTAL: [100]**

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