

UNIVERSITY OF BOLTON

**SCHOOL OF BUSINESS AND
CREATIVE TECHNOLOGIES**

MSc BUSINESS INFORMATION SYSTEMS

SEMESTER ONE EXAMINATION 2009/2010

ADVANCE BUSINESS INFORMATION SYSTEMS

MODULE NO: EBU4000

Date: **Thursday 21st** January 2010

Time: 10.00 am – 12.00 pm

INSTRUCTIONS TO CANDIDATES:

There are six questions.

Answer four questions.

All questions carry equal marks.

Marks for questions are shown in brackets.

Business and Creative Technologies
MSc Business Information Systems
Semester One, Examination 2009/2010
Advance Business Information Systems
Module No. EBU4000

Questions

1. Critically evaluate the impact of information systems on business processes in particular customer relationship management and supply chain management in organisations. (25 marks)

2. Smith Limited a manufacturing organisation is currently debating whether or not to introduce a knowledge management systems within it inventory department. Discuss the role of Knowledge Management in the digital age and critically analyse how a knowledge management system would help the organisation (25 marks)

3. Evaluate the importance of information systems in today's business environment and analyse how global trends influence the need for information systems in organisations? (25 marks)

4. Appraise how information systems transform organisations and management and analyse the management challenges to building and using information systems. (25 marks)

5. Critically evaluate specific managerial roles that information systems can support and discuss how information systems are particularly strong in supporting managers. (25 marks)

6. Provide a critical evaluation of how enterprise applications and intranets promote business process integration and improve organisational performance. (25 marks)

END OF QUESTIONS