

UNIVERSITY OF BOLTON/RAK Campus

**SCHOOL OF BUSINESS AND CREATIVE
TECHNOLOGIES**

MSC INFORMATION TECHNOLOGY

SEMESTER 2 EXAMINATIONS 2009/2010

SYSTEMS THEORY & PRACTICE

MODULE NO: MIT4108

Date: Friday 4 June 2010

Time: 2.00 pm – 4.00 pm

INSTRUCTIONS TO CANDIDATES:

There are 4 questions on this paper.

Answer **any 3 questions.**

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1.
 - a. Assess the potential for a tree structured taxonomy being used to classify information systems into categories.
(17 marks)
 - b. Explain the components identified within a system by Beer as part of his Viable Systems Model and draw a diagram to help explain how they interact.
(16 marks)
2.
 - a. Many surveys have been done searching for the reasons for the success or failure in the development of information systems. Select five different reasons for failure and identify techniques that can help avoid such errors.
(20 marks)
 - b. Critically reflect on the extent to which a “learning organization” can avoid mistakes when attempting to develop solutions that utilize “leading edge” technologies.
(13 marks)
3.
 - a. Hammer and Champy argued that Business Process Re-engineering should not be undertaken by teams based in Information Technology departments, yet suggested that solutions should take advantage of IT in proposed solutions. Analyse the apparent contradiction in this perspective and comment on the roles a BPR team need to have.
(18 marks)
 - b. Assess the extent to which the process of logicalisation within SSADM can be considered similar to the tasks involved within a BPR exercise.
(15 marks)

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- 4
- a. Describe the role of the economic order quantity (EOQ) and the re-order level (ROL) used within stock control solutions.
(8 marks)
 - b. Compare the analytical approach to calculating these values with a simulation approach, referring to any assumptions made.
(10 marks)
 - c. Use the IDEF0 diagramming approach to provide a detailed model of how such a system can be designed and explain its operation.
(15 marks)

END OF QUESTIONS