

# ECWD 2011 Fall Final Examination

## Duration: 4 hours

### INSTRUCTIONS :

- This paper consists of 4 sections. Section A to Section C are compulsory. Section D is for bonus.
  - For Section A to Section C, each consists of 3 questions. Each question carries 20 marks. You have to select at least one question and at most two questions from each section.
  - Section D consists of one question. Answering this question is not compulsory.
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## SECTION A

### Question 1

- (a) What is the definition of information systems [5 marks], and its relation with a company's business operation [5 marks]?
- (b) What are the differences between a website and an information system? [5 marks]
- (c) With an aid of diagrams, explain the differences between conventional and contemporary types of information systems. [5 marks]

### Question 2

- (a) Describe the changes in the Asia business environment since 1980's, and its influences on the development of an information system. [10 marks]
- (b) With an aid of diagram, describe *in detail* the road map that a system developer could follow in order to achieve a traceable analysis model. [10 marks]

### Question 3

- (a) Describe the definitions of a service system, a product system, and a product-service system. Give real case examples for each of these systems. [9 marks]
- (b) Describe what is a service unit. [5 marks]
- (c) Comment the following arguments: (i) An organization is a service system as well as a service unit. (ii) A database management system (DBMS) is a service system as well as a service unit. (iii) The Institute of Technology Management is a service system as well as a service unit. [6 marks]

## SECTION B

### Question 4

- (a) State any five reasons to initiate a development project. [5 marks]
- (b) With an aid of diagram, describe in detail the road map that a system developer could follow in order to achieve a traceable analysis model. [15 marks]

### Question 5

- (a) State the definitions of (i) information management, (ii) technology management, (iii) service management, and (iv) business management. [16 marks]
- (b) Comment the following arguments: (i) Information Management has no difference from Information Systems Management. (ii) Service Management has no difference from Service Systems Management. [4 marks]

### Question 6

- (a) Describe in details the roles and responsibilities of each participant in a system development project? [10 marks]
- (b) Describe the similarities and differences amongst feasibility analysis, requirement analysis, system analysis. [10 marks]

## SECTION C

### Question 7

Select one of the following websites: Facebook.Com, Youtube.Com, Yahoo! Auction, Lativ.Com and Amazon.Com, describe

- (a) the services provided by the respective company, [5 marks]
- (b) the role(s) of the website in providing the services, [5 marks]
- (c) the potential users of the website with explanation why they are users [5 marks],
- (d) the underlying information technologies being used, with explanation why they are used [5 marks].

### Question 8

Could the idea of component-based development be merged with rapid application development approach and why? [20 marks]

### Question 9

Identifying the milestones, preparing the Gantt chart, analyzing the critical path and managing configurations are four important issues in system development. Explain what are the purposes of these four issues and why they are so important? [20 marks]

## Section D

### Question 10

- (a) With an aid of diagram, describe in detail what are the relations amongst business processes, information systems and information technologies. [10 marks]
- (b) With an aid of diagram, describe in detail what are the relations amongst organization, information systems and infrastructure, from the service system point of view. [10 marks]
- (c) 'Cloud' is always a confusion term. From your point of view, should 'Cloud' be viewed as an information system or an infrastructure. Explain. [10 marks]