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Family Name					
Given Name/s					
Student Number					
Teaching Period	Semester 2, 2018				

PRT 456 – Information Systems Management	DURATION	
	Reading Time:	10 minutes
	Writing Time:	180 minutes
INSTRUCTIONS TO CANDIDATES		
<p><i>This examination has ONE section ONLY total Marks is 90</i> <i>Section A: 6 Questions to be answered on the Examination Answer Booklet</i></p> <p><i>You have to answer ALL Questions</i></p>		
EXAM CONDITIONS		
<p><u>You may begin writing from the commencement of the examination session.</u></p>		
This is a RESTRICTED OPEN BOOK examination		
No calculators are permitted		
No dictionaries are permitted		
No handwritten notes are permitted		
ADDITIONAL AUTHORISED MATERIALS	EXAMINATION MATERIALS TO BE SUPPLIED	
Lecture Textbook/s (Unannotated)	1 x 16 Page Book	

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Section A

(There are 6 Questions in this section)

Answer ALL questions below (15 marks each, total 90 for 6 questions)

1) Every company must develop its IT infrastructure. For a SMALL business of your choice, provide a short description of the business and suggest a suitable IT infrastructure for it. Your IT infrastructure should address both the hardware and software requirements. Explain your answer. **(15 marks)**

2) What do you consider to be the primary ethical, social, and political issues to be addressed when you are building a Customer Relationship Management System? **(15 marks total)**

3) A little Island in the Sunshine Coast in Australia has many attractions for tourists including native aboriginal sites, white sandy beaches and excellent climate all year round. The Island has few first class hotels as well as hotels which meets the requirements for different budgets. There are direct flights to the island from all major cities in Australia and few International countries. The Queensland government wants to increase tourism and develop new markets for the Island. **(15 marks)**

- How can the web presence help the Island? (5 marks)
- What Internet business model would be appropriate? (5 marks)
- What are the major functions the web site should include (list three only)? (5 marks)

4) You have been hired by a hotel company to implement its first Knowledge management system (KMS). To prepare for your initial report, describe the types of data in their firm they can use to support their knowledge management initiative. Provide a description of the KMS you propose for the company, and explain how these systems or tools work together. **(15 marks)**

5) You have just been hired as a security consultant by Mall-Secure to develop the security concerns of a national chain of retail malls and to make sure that the security of their information systems is effective. What are the steps you will take to insure that you achieve this aim (IS security is maintained). **(15 marks)**

6) Your relative has asked you for your suggestions to make his/her business, a software development company, more efficient. Describe three types of business processes that the company might have. Will the company and its business processes be better coordinated through the use of information systems? Describe How. **(15 marks)**