

BA 3810 -- FALL 2009

MIDTERM

Answer each question clearly and neatly. Type (wordprocess) the answer to questions, except for the diagram question. Typed answers to individual questions may be no more than 2 pages *each*, double spaced with 1" margins. LABEL the question you believe you are answering. If I cannot read your answer or understand your grammar, or if you provide multiple answers, the answer will be wrong.

You may have notes, books or other reference materials that you desire. However, you must do the exam *alone*. Even discussing the meaning of the question with others (whether or not the person is in this class) is considered inappropriate.

This exam is due at the beginning of class on **Monday, October 26. Turn in hard copy of the exam — do not email the exam to me. NO LATE EXAMS WILL BE ACCEPTED.**

1. Comment on the following statement (25 points):

A good management information system should provide the manager with as much information as possible and that information should be provided in no more than five seconds after it is requested.

2. Consider the following narrative, and construct the specified diagrams. If you discover the narrative is incomplete, make up reasonable explanations to complete the story. Supply these extra explanations along with the diagrams. Prepare a Context Diagram and a Level 0 Diagram for the system described below. (25 points)

Government Solutions Company (GSC) sells computer equipment to federal government agencies. Whenever a federal agency needs to purchase equipment from GSC, it issues a purchase order against a standing contract previously negotiated with the company. GSC holds several standing contracts with various federal agencies. When a purchase order is received by GSC's contracting officer, the contract number referenced on the purchase order is entered into the contract database. Using information from the database, the contracting officer reviews the terms and conditions of the contract and determines whether the purchase order is valid. The purchase order is valid if the contract has not expired, the type of equipment is listed on the original contract, and the total cost of the equipment does not exceed a predetermined limit. If the purchase order is not valid, the contracting officer sends the purchase order back to the requesting agency with a letter stating why the purchase order cannot be filled, and a copy of the letter is filed. If the purchase order is valid, the contracting officer enters the purchase order number into the contract database and flags the order as outstanding. The purchase order is then sent to the order fulfillment department. Here the inventory is checked for each item ordered. If any items are not in stock, the order fulfillment department creates a report listing the items not in stock and attaches it to the purchase order. All purchase orders are forwarded to the warehouse where the items in stock are pulled from the shelves and shipped to the customer. The warehouse then attaches to the purchase order a copy of the shipping bill listing the items shipped and sends it to the contracting officer. If all items were shipped, the contracting officer closes the outstanding purchase order record in the database. The purchase order, shipping bill and exception report (if attached) are then filed in the contracts office.

3. Arch Ives, a newly hired systems analyst, has come to you with an idea that he assures you will save the team time and money. Arch proposes that rather than doing time-consuming interviews, that the team rely upon archival data. "They've kept everything. They even have their old reports from earlier systems projects. We don't have to talk with anyone, we can access the material all day, without seeing a soul." List the merits and problems with what Arch proposes. Would you take his advice? Why or why not? (25 points)

4. You have two paperback books for the class, entitled *Are Your Lights On?* and *The Mythical Man-Month*. Discuss a topic (your choice) illustrated in both of these books and how it supplements what is in your main textbook. (25 points)