

IS 3810 -- SPRING 2018

MIDTERM

Answer each question clearly and neatly. Type (wordprocess) the answer to the questions, except where diagrams are required. Typed answers to individual questions may be no more than two 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 **Wednesday, March 14**. Turn in hard copy of the exam — do **not** email the exam to me. **NO LATE EXAMS WILL BE ACCEPTED.**

1. Identify a system in need of improvement. Completely identify your system and justify its boundary. Discuss why Human-Centered Design would be a preferred methodology to identify improvements.
2. Dr. George Peara is an internist. You have been hired to do a study of Dr. Peara's office system. Clearly this requires you to solicit facts from his subordinates and clients. Dr. Peara has expressed his concerns that, although he wishes to support you in your fact-finding efforts, his people are extremely busy and must get their jobs done. Write a memo to Dr. Peara describing why it is important to document procedures formally, and what strategy you might follow to maximize your fact-finding why minimizing the release time for his employees.(25 points)
3. Evaluate 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.
4. Find a documented decision with which you are familiar. Discuss how systems thinking might have improved the decision process. Remember the purpose of this question is to discuss principles of systems thinking, not to discuss politics. You may discuss individuals, groups of individuals, and/or official bodies in answering this question. (25 points)