

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Management
Executive Diploma

INFORMATION SYSTEMS MANAGEMENT

4184/01
4260/01

Core Module

Valid between 1 January 2003 and 31 December 2003

READ THESE INSTRUCTIONS FIRST

You should read the assignment carefully

It is important to complete the **Assignment Cover Sheet** when you have finished your work. You must complete the details and sign the declaration to confirm that the assignment is all your own work and your tutor must sign to verify that it is your own work.

The length of the assignment must be between 3000 and 4000 words.

This document consists of **3** printed pages.



Executive Diploma Module 4184/C

Information Systems Management - Core Module

Title: Information for Change

1. Identify from the current Business Plan of your organisation a change process that is currently taking place or is planned to take place in the near future. The change process might be concerned with, for example, operations, products, staffing, marketing or strategy. The importance of the change to the organisation is not relevant to this assignment; the key factor is that change of some aspect will be taking place within the organisation.

Give a brief description of the change process.

2. For this change process to take place effectively, the management of information will be important. For the change process, identify the following:

- The information required to carry the change process through effectively
- The sources of this information and how it should be gathered
- The current information evaluation, recording and storage processes within the organisation

Identify as part of your survey how this information will be used in decision-making within the change process.

3. It is probable that information technology will be used to manage the information relating to the on-going change process. Explain how in your organisation:

- information technology is currently used in the information gathering, evaluation and storage process
- the information management system operates.

If information technology is not used, summarise the systems currently in use and use the activity in 4 below to research and identify suitable IT options.

4. In the light of the planned change process, identify improvements that could be made to the information management system, including the information flow through the system, the IT components that are involved and the operation of the system. Show how these improvements should help in the smooth implementation of the change process.

5. Carry out a costing exercise on the suggested improvements to the management information system, showing the full range of investment costs, and the competitive advantage to be gained if these were to be implemented.

6. Summarise your findings and make a recommendation on whether the investment could be justified. In your recommendation, you should take into account the options available for outsourcing some or all of the installation, maintenance and operation of the management information system.

You must include in your assignment all documentation, notes and materials generated from each stage as shown above, as well as the summaries required.

You are not expected to include confidential material on your organisation, its personnel or performance.

All information relating to external contractors, their estimates and quotations should be presented anonymously.

It is not necessary for the change process used as a basis for this assignment to be actually implemented for this assignment to be valid.