



KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

END OF SEMESTER EXAMINATIONS

YEAR ONE SEMESTER ONE EXAMINATIONS

**FOR THE CERTIFICATE IN INFORMATION
TECHNOLOGY**

COURSE CODE : ITC 011

**COURSE TITLE : INTRODUCTION TO INFORMATION
SYSTEM**

DATE: 09/10/2018 TIME: 3.00 PM – 5.00 PM

INSTRUCTIONS TO CANDIDATE

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (COMPULSORY) [24 Marks]

- a) What is an information system? [1 mark]
- b) Define the following terms as used in information systems [5 marks]
- i. System review
 - ii. System implementation
 - iii. Data
 - iv. Information
 - v. Information technology
- c) Outline the seven stages of the System Development Life Cycle diagrammatically showing the development stages, operation and support stages [14 marks]
- d) What are some of the characteristics of a Decision Support System (DSS)? [4 marks]

QUESTION TWO [18 Marks]

- a) There are various types of maintenance. List and explain any three. [6 marks]
- b) The functions of an information system are transaction processing, management reporting and decision support. Under transaction processing outline the major functions [10 marks]
- c) List any two components of an information system. [2 marks]

QUESTION THREE [18 Marks]

- a) What is an Automated Teller Machine (ATM)? [2 marks]
- b) Outline some of the Characteristics of a Transaction Processing system (TPS) [6 marks]
- c) Define the following terms as pertains to information systems:- [10 marks]
- i. System entropy
 - ii. System control
 - iii. Information literacy
 - iv. Tactical Information
 - v. Strategic Information

QUESTION FOUR [18 Marks]

- a) What is meant by the term fact-finding [2 marks]
- b) Discuss any five fact-finding techniques that are done in phase two of the system development [10 marks]
- c) Describe any three types of decisions that can be made by the organization? [6 marks]

QUESTION FIVE [18 Marks]

- a) Consider the following scenario:
“Technicians in computer lab use stationery. When the stationery is finished they notify the principal technician. The principal technician will check in her drawers, if there is stationery, she will notify the technicians to collect, but if there is no stationery in her drawer she will send a requisition note to the procurement officer. The procurement officer will check in store if the stationery is available, then he will sent a requisition note back to let the principal technician to collect the stationery. But if there is no stationery in the store he will have to send a requisition note to the supplier to get the stationery for him. The supplier will supply the goods to the procurement officer accompanied with a delivery note. The procurement officer will then sent an invoice and a delivery note to the finance office to notify him that the goods were brought and the finance officer has to writer a voucher to the supplier.
Design a simple system to represent a scenario above. [10 marks]
- b) What are some of the impact of information system on organizations? [8 marks]