KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS

2016/2017 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: 9/20/2017   **TIME: 3.00 – 5.00PM**

INSTRUCTIONS TO CANDIDATE

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (COMPULSORY) [24 Marks]

a) What is an information system? **[2 marks]**
b) During system development life cycle name and explain various types of testing. **[10 marks]**
c) Outline and explain the five functions of management. **[5 marks]**
d) The number of people working in the ICT department depends on certain conditions which include: **[3 marks]**
e) How does Decision Support System (DSS) differ from those of Executive Support System (ESS)? **[4 marks]**

QUESTION TWO [18 Marks]

a) Briefly explain some of the functions of an information system **[6 marks]**
b) What are some of the impacts of Information Systems on organizations **[8 marks]**
c) Define the following terms as used in Information Systems **[4 marks]**

QUESTION THREE [18 Marks]

a) What are some of the advantages of System Development Life Cycle (SDLC) **[3 marks]**
b) Why is an Expert System (ES) referred to as an advanced Decision Support System (DSS)? Give its characteristics. **[10 marks]**
c) Define the following types of systems:- **[5 marks]**
i. Enterprise Resource planning system
ii. Artificial Intelligence System
iii. Office Automation Systems (OAS)
iv. Knowledge Based Systems/ Knowledge Work Systems (KWS)
v. Geographic Information Systems (GIS)

QUESTION FOUR [18 Marks]

a) Evaluate the importance of information systems in an organization **[5 marks]**
b) What are some of the ICT Department functions **[5 marks]**
c) List and briefly explain five types of feasibility study that are done during system development **[5 marks]**
d) Summarize the stages of system development life cycle **[3 marks]**

QUESTION FIVE [18 Marks]

a) What are some of the factors that may cause a project to fail **[6 marks]**
b) ATMs are specialized point of sale terminals designed for the unattended use by a customer of a financial institution. Evaluate some of the internal control guidelines for ATMs. **[4 marks]**
c) What are some of the roles and responsibilities of a database administrator and a network administrator **[8 marks]**