

55



*(Knowledge for Development)*

**KIBABII UNIVERSITY**

**[KIBU]**

**UNIVERSITY EXAMINATIONS  
2020/2021 ACADEMIC YEAR**

**END OF SEMESTER EXAMINATIONS  
YEAR FOUR SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE OF  
BACHELORS OF SCIENCE  
(INFORMATION TECHNOLOGY)**

**COURSE CODE : BIT 414**

**COURSE TITLE : MANAGEMENT INFORMATION SYSTEMS**

**DATE: 16/06/2021**

**TIME: 9.00 A.M – 11.00 A.M**

---

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTIONS ONE AND ANY OTHER TWO**

### QUESTION ONE [COMPULSORY] [30 MARKS]

- a. Define the following terms: [1 Mark]
- i. Management Information Systems [1 Mark]
  - ii. Change Management [4 Marks]
- b. List down the FOUR main types of information [3 Marks]
- c. Illustrate the components of an information system resource [4 Marks]
- d. List down FOUR components of an IT Infrastructure [4 Marks]
- e. What are the FOUR strategic advantages of using information systems [4 Marks]
- f. Differentiate between information and data in relation to management information systems. [3 Marks]
- g. List down THREE uses of Information system in an organization [3 Marks]
- h. For a firm, IS supports the business information value chain. List down the three key domains of an information system. [3 Marks]
- i. There are THREE types of IT decisions that influence the choice and implementation of an information system. Name them. [3 Marks]
- j. What are deterministic systems? [1 Mark]

### QUESTION TWO [20 MARKS]

- a. Intensive use of IT in business firms since mid-1990s', covered with equally significant organizational re-designed, has created the conditions for a new phenomenon in industrial society- called the fully digital firm. Examine the four major types of systems that help define the digital firm. [8 Marks]
- b. Explain FIVE major functions of systems in an enterprise. [10 Marks]
- c. List down TWO examples of application systems used in a modern organization. [2 Marks]

### QUESTION THREE [20 MARKS]

- a. Explain in your own words how the data component relates to the hardware and software components of information systems. [3 Marks]

- b. Information systems are so vulnerable to destruction, error, abuse, and system quality problems. Examine the various types of attacks that target information systems. [8 Marks]
- c. What special measures must be taken to ensure the reliability, availability and security of electronic commerce and digital business processes? [8 Marks]
- d. What does the term *information systems ethics* mean [1 Mark]

#### QUESTION FOUR [20 MARKS]

- a. Mintzberg's classified managerial roles where managers initiate activities, handle disturbances, allocate resources and negotiate conflicts. Examine the process of decision making for managers in an organization. [8 Marks]
- b. Value Chain analysis highlights the primary and support activities that add a margin of value to a firm's product/service where IS can best be applied to achieve a competitive advantage. Explain the components of primary activities and support activities of value chain analysis. [8 Marks]
- c. Differentiate between walkthrough and debugging processes in ensuring system quality for information systems. [4 Marks]

#### QUESTION FIVE [20 MARKS]

- a. Formal organizations have clear and well defined structures. With examples, examine the FIVE major types of organizational structures. [10 Marks]
- b. Business Process Redesign is a response of an organization to environmental pressures. With examples, explain the major drivers of BPR. [8 Marks]
- c. What does the term *intellectual property* mean? Give an example. [2 Marks]