



*(Knowledge for Development)*

**KIBABII UNIVERSITY**

**(KIBU)**

**UNIVERSITY EXAMINATIONS  
2019/2020 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY EXAM  
YEAR THREE SEMESTER TWO EXAMINATION**

**FOR THE DEGREE  
(INFORMATION TECHNOLOGY)**

**COURSE CODE : BIT 321**

**COURSE TITLE : INFORMATION MANAGEMENT**

**DATE: 03/02/2021**

**TIME: 8.00 P.M. – 10.00 P.M.**

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**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTIONS ONE AND ANY OTHER TWO.**

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

- a. Information Systems has different components. List the only components which make it unique from other computing disciplines. **[2 marks]**
- b. Suppose that you had to explain to your parent the concept of an information system. Write a description in your own words that you feel would best describe an information system to your parent. **[3 marks]**
- c. Define the following terms in relation to information management. **[4 marks]**
- i. Data
  - ii. Information
  - iii. Knowledge
  - iv. Wisdom
- d. Describe data backup and recovery with respect to information management for organizations or businesses hence state its importance. **[3 marks]**
- e. Describe the term data analysis as a process of generating information from raw data. **[3 marks]**
- f. Contrast between primary data and secondary data. **[2 marks]**
- g. Describe three different ways in which digital convergence of the internet and technology has impacted on the business environment. **[6 marks]**
- h. Outline different methods through which primary data can be collected. **[3 marks]**
- i. From time to time, managers are called upon to make decisions. The best decisions are implemented after getting reliable information from processed data. Decision-making process generally takes a four-fold path. Elaborate the steps that should be followed by a manager to avoid negative impacts after implementing a decision. **[4 marks]**

### **QUESTION TWO [20 MARKS]**

- a. List two ways through which someone can carry out an interview as a data collection method. **[2 marks]**
- b. Information Systems enable people generate information which is important for managers to analyze and in-cooperate in their decision making process for organizations. Describe the different types of decisions that can be made stating clear examples for each case. **[6 marks]**
- c. Information Systems has six primary components integrated together to form a working unit. Describe each one of them, citing examples where possible. **[12 marks]**

### **QUESTION THREE [20 MARKS]**

- a. Explain ten different characteristic features that qualify the properties of data to be of good quality. **[20 marks]**

### **QUESTION FOUR [20 MARKS]**

- a. Using a real life example, explain how incorporating Information Systems into a business set-up can bring a competitive advantage for a business. **[4 marks]**
- b. Describe four different types of database systems which have been designed to satisfy the needs of data storage, processing and retrieval for personal, workgroup, department or enterprise data. **[16 marks]**

### **QUESTION FIVE [20 MARKS]**

- a. For an organization or business to have a competitive edge in the current digital world, information management is a core necessity. Briefly explain five main uses of information by businesses and other organizations. **[5 marks]**

- b.** Assume that you have been hired as a consultant by a government contractor to who has been overwhelmed by rising costs and is no longer able to submit competitive contract proposals. As an expert, generate a data analysis process that will in the end be used by the contractor to make an informed decision. **[15 marks]**