(Knowledge for Development)

KIBABII UNIVERSITY
(KIBU)

UNIVERSITY EXAMINATIONS
2019/2020 ACADEMIC YEAR

SPECIAL/SUPPLEMENTARY EXAMINATIONS
FOURTH YEAR SECOND SEMESTER

FOR THE DEGREE IN

(INFORMATION TECHNOLOGY)

COURSE CODE: BIT 414

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: 16/02/2020 **TIME:** 2.00 P.M. – 4.00 P.M.

INSTRUCTIONS

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (COMPULSORY) [30 MARKS]

a. What is MIS? Briefly, identify the nature of impact of MIS on people, organization and the management. **[5 marks]**

b. Define a system and explain the meaning of system concepts? **[3 marks]**

c. Differentiate between the following terms with reference to information systems:

    i. Decision support systems and Management information systems **[2 marks]**

    ii. Knowledge worker and Data worker **[2 marks]**

d. Explain the behavioral and economic impact of information system on organization.

[4 marks]

e. Identity the FIVE major components of an information System. **[5 marks]**

f. It is argued that there is no such thing as a universal information system that can fit all organization. That is information system must be custom-fit to a specific organization. Justify this claim. **[2 marks]**

g. Explain how an Information Systems supports business Organizations. **[5 marks]**

h. Discuss various information system resources with examples. **[4 marks]**

i. Describe the intellectual property Right and its relevance in computer based applications.

[3 marks]

QUESTION TWO [20 MARKS]

a. Explain the concept of Business Process Reengineering by showing the process flow involved in it. **[4 marks]**

b. Using Michael Porter's 5 forces model describe how business can use information system to apply competitive strategies. **[5 marks]**

c. Before full scale MIS development plan is undertaken. It is better to study and improve rules, policies, procedures and practices. Explain. **[5 marks]**

d. XYZ Ltd is in the process of automating its operations. The senior management of XYZ Ltd are however not aware of the benefits of computer networks to an organization. Briefly describe four components of computer networks to an organization and their respective associated benefits. **[6 marks]**

QUESTION THREE [20 MARKS]

a. Discuss the competitive forces model as used in identifying opportunities for strategic systems. **[4 marks]**

b. Systems are designed, implemented and managed using models which are abstractions of reality which allow people to apply principles that are assumed to hold true for many different types of systems. With reference to this statement and citing examples, discuss four system models.

[8 marks]

c. The use of information technology has changed the way people work and communicate with each other. Examine four ways in which the use of information technology has affected the way people work with each other.

[8 marks]

QUESTION FOUR [20 MARKS]

a. Management information systems (MIS) provide decision makers with information and feedback on daily operations. In addition, MIS can be used strategically, often incorporating web technology. Identify two inputs and three subsystems for the following systems.

   i. Marketing management information system.

[5 marks]

   ii. Human resources management information system.

[5 marks]

b. The fundamental reasons why organizations implement a risk management process for their information systems are to minimize negative impact on organization resources and to improve the decision making process. Effective risk management must therefore be totally integrated into the systems development life cycle. For each phase of the systems development life cycle, identify the key characteristics and the support each phase would receive from risk management activities.

[10 marks]

QUESTION FIVE [20 MARKS]

a. i. What is information security and control? State its objectives

[4 marks]

   ii. Explain how one can provide information security and control to MIS.

[4 marks]

b. i. Explain in briefly computer crime & hacking as the biggest issue to the information system.

[3 marks]

   ii. Piracy & Privacy are the biggest challenges resulted from the use of information technology. Justify.

[3 marks]

c. Discuss the ethical and social issues in MIS and how they affect the roles and responsibilities of an individual.

[6 marks]