



*(Knowledge for Development)*

**KIBABII UNIVERSITY  
(KIBU)  
UNIVERSITY EXAMINATIONS  
2019/2020 ACADEMIC YEAR**

**END OF SEMESTER EXAMINATIONS  
YEAR FOUR SEMESTER TWO EXAMINATIONS**

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

**COURSE CODE : BIT 321**

**COURSE TITLE : INFORMATION MANAGEMENT**

**DATE: 12/11/2020**

**TIME: 2.00 P.M – 5.00 P.M.**

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**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTIONS ONE AND ANY OTHER TWO**

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

- a. Define the following terms as used in information management. **[6 marks]**
- i. Deployment
  - ii. Strategic advantage
  - iii. Process re-engineering
  - iv. vulnerability
  - v. Threat
  - vi. Risk
- b. Controlling maintenance costs begins at the inception of a project through project identification, planning, analysis, design, and implementation. There are four types of maintenance activities. Discuss. **[8 marks]**
- c. Explain the phases of IT investment management process. **[6 marks]**
- d. Explain five components of information system. **[10 marks]**

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

- a. Discuss four concepts that should be kept in mind during system development. **[8 marks]**
- b. For an organization to use its information services to launch a new initiative, those services have to be part of a well-planned infrastructure of core resources. Discuss. **[6 marks]**
- c. Strategic management concerns the management of the organization's overall purpose, to ensure all the needs of the present are considered with those of the future. Explain five factors that lead firms to seek competitive advantage. **[6 marks]**

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

- a. Information management is the key that enables an enterprise realize numerous business benefits. List four advantages of information management. **[4 marks]**
- b. Explain any four typical roles of a steering committee in relation to structure and control of information technology and information systems activities. **[4 marks]**
- c. .
- d. Discuss Porter's competitive forces model in relation to analyzing competitiveness **[12 marks]**

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

- a. Discuss key success factors in process re-engineering. **[6 marks]**
- b. For an organization to use its information services to launch a new initiative, those services have to be part of a well-planned infrastructure of core resources. Discuss **[6 marks]**
- c. Discuss the concept of software project risks and their mitigation strategy. **[8 marks]**

**QUESTION FIVE**

**[20 MARKS]**

- a. Discuss what the aspects of project appraisal include. **[8 marks]**
- b. As the organization aligns IT strategy with its business strategy, it is faced with several options for acquiring software. Discuss any three options. **[12 marks]**