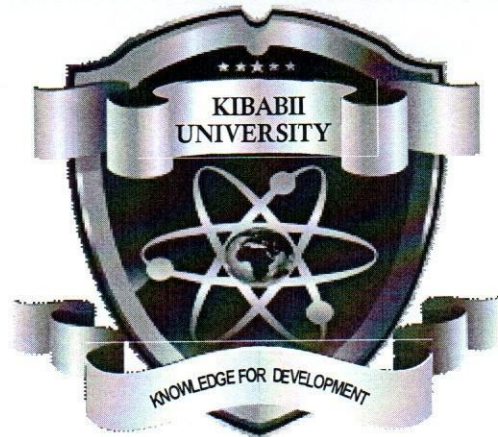


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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER
SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE/
BACHELOR OF BUSINESS MANAGEMENT**

COURSE CODE: BCO 221/BBM 221

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: 24/09/2021

TIME: 8.00AM-10.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains FIVE questions
- 2) Attempt THREE questions
- 3) Question ONE is Compulsory

TIME: 2 Hours

QUESTION ONE

- a) Information is important to any organization and therefore it needs to be given at the right time and to be protected from unauthorized individuals. Discuss the characteristics of valuable information to a small enterprise (6 Marks)
- b) Kibabii University wants to set up a Management Information Systems, as a new Management Information Systems Manager, what resources and structures would you request before you are able to perform your job effectively? (6 Marks)
- c) Explain why POST implementation review is an important strategy in system development (6 Marks)
- d) Describe how the internet is challenging the protection of individual privacy (6 Marks)
- e) Describe how the organization can gain competitive advantage by embracing technology (6 Marks)

QUESTION TWO

- a) Many organizations are taking up development of management information systems to cope with the ever changing business environment.
 - i). Analyze THREE forces that could drive an organization towards implementing management information systems (6 Marks)
 - ii). Evaluate THREE barriers towards implementation of management information systems in an organization (6 Marks)
- b) Discuss the kinds of decisions at various levels of management; hence identify the suitable Computer Based Information Systems (CBIS) for those levels of management (8 Marks)

QUESTION THREE

- a) Explain in details, SIX factors that ought to be considered when acquiring hardware (6 Marks).
- b) Discuss the use of preliminary study in system development (4 Marks)
- a) The rapidly increasing connectivity and use of the Internet has introduced security threats and exposures to many organizations, and therefore the need to have security measures to safeguard against such exposures. One of the major Internet threat to an organization is the presence of hackers.

Required:

- i). Define the terms exposures, threats and vulnerability giving an example of each. (4 Marks)
- ii). What is meant by the term hacking? Identify four exposures that can be caused by hackers. (4 Marks)
- iii). Describe three major factors that vulnerability of a system to hacking will depend on. (4 Marks)

QUESTION FOUR

- a) Briefly describe documentation in an organization and how it is important in ensuring Competitive advantage (6 Marks)
- b) Outline in details SIX technical issues which are usually raised during information system's feasibility study (6 Marks)
- c) In any organization Transaction, processing may be accomplished in one of two modes. Briefly explain these modes in detail (8 Marks)

QUESTION FIVE

- a) Explain how customer relationship management systems (CRM) provide value for a Small and Medium Enterprise (7 Marks)
- b) Information systems are used to support each of the functioning of the business that must be accomplished. Summarize FOUR functioning areas of an information system in a business organization (8 Marks)
- a) In relation to Information Systems explain any five Tenets of professionalism (5 Marks)