

26



*(Knowledge for Development)*

## **KIBABII UNIVERSITY**

### **UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR**

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

### **FOR THE DEGREE OF BACHELOR OF COMPUTER SCIENCE**

**COURSE CODE : CSC 411**

**COURSE TITLE : MANAGEMENT INFORMATION  
SYSTEMS**

**DATE: 20/05/2022**

**TIME: 02:00 P.M – 04:00 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 MIS
- i. Information [1 mark]
  - ii. Management [1 mark]
  - iii. System [1 mark]
- b) Differentiate between the following terms
- i. Information systems literacy and computer literacy [2 marks]
  - ii. Information Systems and Information Technology [2 marks]
  - iii. Object model architecture and System model architecture [2 marks]
  - iv. Fine grain computation and Coarse grain computation [2 marks]
- c) It is said that IT support business reengineering. It is also said that IT creates the need for business reengineering. Discuss [6 marks]
- d) Identify and explain the major challenges to building and using information systems. [4 marks]
- e) Systems that help the firm identify customers for the firm's products or services, develop products and services to meet customers' needs, promote these products and services, sell the products and services and provide ongoing customer support. What systems best describe these functions? Give reasons for your answer. [5 marks]
- f) The major technologies that have revolutionized the way of doing businesses are the Internet and the World Wide Web. Define these technologies and show how they have changed the roles played by information systems in organizations? [4 marks]

## QUESTION TWO [20 MARKS]

- a) What is an Information System? **[2 marks]**
- b) How are information systems transforming business, and what is their relationship to globalization? **[5 marks]**
- c) i. Explain the role of the decision support system **[3 marks]**  
g) ii. The major technologies that have revolutionized the way of doing business are the Internet and the World Wide Web. Define these technologies and show how they have changed the roles played by information systems in organizations? **[4 marks]**
- d) Describe how an information system works and highlight its management, organization, and technology components. **[6 marks]**

## QUESTION THREE [20 MARKS]

- a) Discuss how Proof of Concept (PoC) could be achieved in the implementation of Big Data Analytics by institutions of higher learning in Kenya. **[6 marks]**
- b) Discuss the security solutions the university could implement for endpoint, network, and cloud amid the technology integration experienced today. **[6 marks]**
- c) Why do contemporary information systems technology and the Internet pose challenges to the protection of individual privacy and intellectual property? **[5 marks]**
- d) How have information systems affected everyday life? **[3 marks]**

## QUESTION FOUR [20 MARKS]

- a) What are the problems of managing data resources in a traditional file environment and how are they solved by a database management system? **[4 marks]**
- b) What are some important database design principles? **[4 marks]**
- c) Discuss the principal tools and technologies for accessing information from databases to improve business performance and decision making? **[8 marks]**
- d) Explain why information policy, data administration, and data quality assurance are essential for managing the firm's data resources? **[4 marks]**

### QUESTION FIVE [20 Marks]

- a) Why are information systems vulnerable to destruction, error, and abuse? **[4 marks]**
- b) What is the business value of security and control? **[4 marks]**
- c) Discuss the components of an organizational framework for security and control?  
**[5 marks]**
- d) As a chief security Officer for your company, analyze some of the most important tools and technologies for safeguarding information resources? **[7 marks]**