



*(Knowledge for Development)*

**KIBABII UNIVERSITY**  
(KIBU)

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

**SPECIAL/SUPPLEMENTARY EXAMINATIONS**  
**YEAR ONE SEMESTER ONE EXAMINATIONS**

**FOR THE CERTIFICATE IN**  
**(INFORMATION TECHNOLOGY)**

**COURSE CODE** : ITC 011  
**COURSE TITLE** : INTRODUCTION TO  
INFORMATION SYSTEM

**DATE: 19/07/2022**

**TIME: 8.00 A.M. – 10.00 A.M.**

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**INSTRUCTIONS TO CANDIDATES**  
**ANSWER QUESTIONS ONE AND ANY OTHER TWO.**

**QUESTION ONE (COMPULSORY) [24 MARKS]**

- a) What is an information system? [2 marks]
- b) During system development life cycle name and explain various types of testing. [10 marks]
- c) Outline and explain the five functions of management. [5 marks]
- d) The number of people working in the ICT department depends on certain conditions which include: [3 marks]
- e) How does Decision Support System (DSS) differ from those of Executive Support System (ESS)? [4 marks]

**QUESTION TWO [18 MARKS]**

- a) Briefly explain some of the functions of an information system [6 marks]
- b) What are some of the impacts of Information Systems on organizations [8 marks]
- c) Define the following terms as used in Information Systems [4 marks]

**QUESTION THREE [18 MARKS]**

- a) What are some of the advantages of System Development Life Cycle (SDLC) [3 marks]
- b) Why is an Expert System (ES) referred to as an advanced Decision Support System (DSS)? Give its characteristics. [10 marks]
- c) Define the following types of systems:- [5 marks]
- i. Enterprise Resource planning system
  - ii. Artificial Intelligence System
  - iii. Office Automation Systems (OAS)
  - iv. Knowledge Based Systems/ Knowledge Work Systems (KWS)
  - v. Geographic Information Systems (GIS)

**QUESTION FOUR [18 MARKS]**

- a) Evaluate the importance of information systems in an organization [5 marks]
- b) What are some of the ICT Department functions [5 marks]
- c) List and briefly explain five types of feasibility study that are done during system development [5 marks]
- d) Summarize the stages of system development life cycle [3 marks]

**QUESTION FIVE [18 MARKS]**

- a) What are some of the factors that may cause a project to fail **[6 marks]**
- b) ATMs are specialized point of sale terminals designed for the unattended use by a customer of a financial institution. Evaluate some of the internal control guidelines for ATMs. **[4 marks]**
- c) What are some of the roles and responsibilities of a database administrator and a network administrator? **[8 marks]**