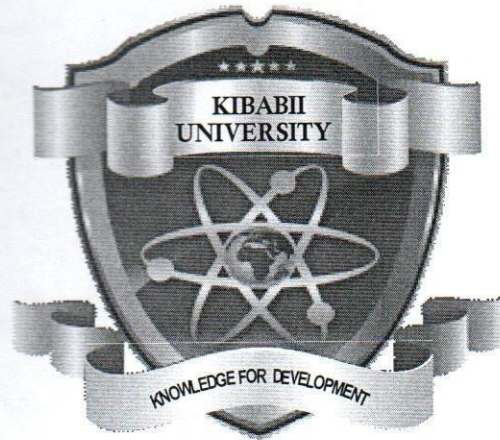


*[Handwritten signature]*

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR  
SECOND YEAR FIRST SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCO 221**

**COURSE TITLE: MANAGEMENT INFORMATION SYSTEM**

**DATE: 02/08/2021**

**TIME: 2.00PM-4.00PM**

---

### INSTRUCTION TO CANDIDATES

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

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

**QUESTION ONE [30 MARKS]**

- a) Define the following terms [4 Marks]
  - i) System
  - ii) Information system
  - iii) Information
  - iv) Data
- b) List and explain four reasons why information systems are so important for business today. [4 Marks]
- c) Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment. [5 Marks]
- d) Name the three different levels of I.T Infrastructure [3 marks]
- e) State and explain any three types of information systems [6 marks]
- f) Discuss the changes in the business environment brought about by technology in the last five years [8 marks]

**QUESTION TWO [20 MARKS]**

- a) Discuss the role of I.T. in strategic management [10 marks]
- b) Discuss the challenges faced by the management when they want to invest in IT infrastructure. [10 marks]

**QUESTION THREE [20 MARKS]**

- a) State any six financial models that an organization can use when investing in Information system [6 Marks]
- b) Discuss reasons why internet and wireless is more vulnerable to attacks [10 marks]
- c) Define cyber-crime [4 marks]

**QUESTION FOUR [20 MARKS]**

- a) Describes the types of general controls, including administrative controls, used in information systems to prevent IS from attacks [10 marks]
- b) Define the term Business Process Reengineering (BPR) [5 Marks]
- c) What are some of the reasons business process reengineering efforts fail? [5 Marks]

**QUESTION FIVE [20 MARKS]**

- a) Discuss the threat employees pose to information system security. [5 Marks]
- b) When confronted with a situation that seems to present ethical issues, how should you analyze it? Discuss using the five steps [15 Marks]