

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

- a) Define the following terms as used in management information system
- i. management (2mks)
  - ii. knowledge (2mks)
  - iii. information (2mks)
  - iv. system (2mks)
- b) Explain **FOUR** roles of IT in strategic management (4mks)
- c) Give **FOUR** characteristics of good information (4mks)
- d) State **four** elements of a useable MIS system (4mks)
- e) Differentiate between an open and closed system (4mks)

### QUESTION TWO [18 MARKS]

- a) Briefly describe the following types of information systems in an organization
- i. Transaction processing systems (3mks)
  - ii. Decision support systems (3mks)
  - iii. Management information system (3mks)
- b) Explain factors that contribute to information system failure during the implementation. (9mks)

### QUESTION THREE [18 MARKS]

- a) Outline four characteristics of strategic management information system (4mks)
- b) Give **two** characteristics at the following levels of management
- i) Tactical level (2mks)
  - ii) Strategic level (2mks)
- c) Outline the five moral dimensions of information systems (10mks)

### QUESTION FOUR [18 MARKS]

- a) Why are information systems so essential for running and managing a business today? (8mks)
- b) Discuss the major Components of information systems (10mks)

**QUESTION FIVE [18 MARKS]**

- a) System development refers to all the activities that go into producing an Information System solution to an organizational problem or opportunity. Explain the spiral model (8mks)
- b) Briefly describe the five Michael porters competitive forces model (10mks)