



KENYATTA UNIVERSITY
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE

ISC 302: INFORMATION SYSTEMS DEVELOPMENT

1ST TRIMESTER 2022/2023

TIME: 2 Hours

INSTRUCTIONS:

TIME: 2 Hours

- (i) **This Examination paper has FIVE Questions.**
- (ii) **Answer Question ONE and ANY other TWO Questions.**
- (iii) **Do not write anything on the question paper.**

In a certain bank, an ATM bank system is started up when the operator turns the operator switch to the "ON" position. The operator will be asked to enter the amount of money currently in the cash dispenser, and a connection to the bank will be established. Then the servicing of customers can begin. The system is shut down when the operator makes sure that no customer is using the machine, and then turns the operator switch to the "OFF" position. The connection to the bank will be shut down. Then the operator is free to remove deposited envelopes, replenish cash and paper, etc. A session is started when a customer inserts an ATM card into the card reader slot of the machine. The ATM pulls the card into the machine and reads it. The customer is asked to enter his/her PIN, and is then allowed to perform one or more transactions, choosing from a menu of possible types of transaction in each case. After each transaction, the customer is asked whether he/she would like to perform another, to which they have an option of proceeding or declining. When the customer is through performing transaction(s), the card is ejected from the machine and the session ends. If a transaction is aborted due to too many invalid PIN entries, the session is also aborted, with the card being retained in the machine. The customer may abort the session by pressing the Cancel key when entering a PIN or choosing a transaction type.

Expected

- a) i) Explain the type of Information system described in the above case **[2 marks]**
- ii) Explain any FOUR common characteristics of this information system above **[8 marks]**
- iii) Explain the competitive advantage role of this system in the bank **[5 marks]**
- b) Assume you are a business analyst and you have been consulted to develop the above information system for the bank:

- i) Justify the type of methodology that you will use to develop this system [4 marks]
- iii) Point out the stakeholders of this system [5 marks]
- iv) Discuss the likely constraints to the success of this system project [6 marks]

QUESTION TWO

[20 MARKS]

- a) Explain the purposes of the system request and the feasibility analysis in a systems development process [10 marks]
- b) Explain any FIVE issues to consider in a project selection process. [10 marks]

QUESTION THREE

[20 MARKS]

- a) i) Explain questionnaire and interview as fact finding techniques [8 marks]
- ii) What is meant by system quality? Explain in detail with examples. [4 marks]
- b) Differentiated between the following pair of terms:
 - i) Data and Information [4 marks]
 - ii) Manual and computer Based information system [4 marks]

QUESTION FOUR

20 MARKS

- c) Describe the importance of system testing during the program coding stage [10 marks]
- b) Explain any FOUR typical reasons for initiate a Systems Project [10 marks]

QUESTION FIVE

[20 MARKS]

- a) With examples, discuss the THREE common constraints of a project [9 marks]
- b) Explain any FOUR strategies you will use for a systems' change-over [12 marks]

24093
1115 prev
1141
26