



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2010/2011
INSTITUTE OF OPEN LEARNING
EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE INFORMATION
TECHNOLOGY
SIT 401: INFORMATION SYSTEMS MANAGEMENT

DATE: Thursday 3rd February, 2011

TIME: 11.00 a.m. – 1.00 p.m.

INSTRUCTIONS

Answer question ONE IN SECTION A and any other TWO questions from SECTION B.

SECTION A

QUESTION ONE [30 MARKS]

- a) Define the following terms.
 - (i) Information System
 - (ii) Deterministic System
 - (iii) Bench Marking

[6marks]
- b) With an example, define the term Strategic Information System

[2marks]
- c) Discuss any four strategies that an organization can adopt in order to maintain a strategic competitive edge in the market.

[8marks]
- d)
 - i) Explain the concept of outsourcing with regard to system development

[2marks]
 - ii) Outline two benefits of outsourcing

[3marks]
- e) The architectural components of any Information Systems can be classified into Input, Processing and Output. Identify and explain each of these for a TPS.

[6marks]
- f) Outline any two importance of IS budgeting

[2marks]

QUESTION TWO [20 MARKS]

- a) Define the term managing.

[1marks]
- b) Different levels of management need different forms of information. Listing the three levels of management, discuss the types of information required.

[9marks]
- c) Discuss any **five** typical activities that a MIS can handle with relation to human resource business function in an organization?

[10marks]

QUESTION THREE [20 MARKS]

- a) A firm makes arrangements for back up computing facilities in the event that regular facilities are destroyed or damaged beyond use. These arrangements constitute a back up plan. Explain **FOUR** ways in through which Back up plan can be achieved.

[6 marks]

- a) Explain **FIVE** ethical issues you would take into consideration as a manager of information. [10 marks]
- b) Explain how you would use Information Systems to achieve the following organizational change:
 - i) Automation
 - ii) Business re-engineering [4 marks]

QUESTION FOUR [20 MARKS]

- a) Differentiate between Executive Information System and Executive Support System [2marks]
- b) There are three basic approaches to control and they map to the three management levels in an organization. Explain these controls. [6marks]
- c) Briefly describe any four components of strategic planning [4marks]
- d)
 - i) Define Knowledge Work System. [1mark]
 - ii) Identify **THREE** factors that affect the Knowledge Work System [3marks]
- e) Explain any **Two** factors to consider when building a Decision Support System [4marks]

QUESTION FIVE [20 MARKS]

- a)
 - i) Define the term Computer ethics [2mark]
 - ii) Explain any 4 factors that contribute to the importance of computer ethics in an organization computer ethics is important to an organization. [4marks]
- b) Security of Information Systems is the protection of availability, confidentiality, and integrity. Describe these security terms. [3marks]
- c) In relation to Information security, discuss the following principles: - [6marks]
Awareness principle, Ethics principle, Reassessment principle.
- d) Auditing information systems can be done in three ways.
 - i. Define audit trail [2marks]
 - ii. Identify the three ways of auditing information systems. [3marks]
- e) Briefly describe the following expert systems components: [2marks]
 - i) Inference engine
 - ii) Knowledge base