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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE BACHELOR OF BUSINESS INFORMATION TECHNOLOGY
KBI 2110 – INFORMATION MANAGEMENT

Date: 09TH AUGUST 2023
Time: 8:30AM – 10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe the basic characteristics of management information system (6 Marks)
- b) Explain areas that are supported by management information system in organization (6 Marks)
- c) Discuss the characteristics of quality information (6 Marks)
- d) Justify the fact that Organizations need a Management Information System (6 Marks)
- e) Explain any system threats that lead to the failure of an implemented MIS (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss and provide examples of how new technology/information systems could be used to give a competitive advantage to both small and large businesses (10 Marks)
- b) Briefly discuss the advantages and disadvantages of choosing packaged software rather than developing customized software (10 Marks)

QUESTION THREE (20 MARKS)

- a) Briefly describe the stages used in a structured systems development method with which you are familiar (10 Marks)
- b) Information systems need to be designed efficiently and effectively. Describe any two methodologies you would use to achieve this (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain four types of maintenance that may be carried out on an information system (8 Marks)
- b) Draw a diagram indicating how management information flows through a business organization. Identify the three main levels and the type of information and software typically used at each level (12 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe the functions, requisite skills and qualifications of the following roles within a large IT department:
- i) Systems analyst (4 Marks)
 - ii) Database designer (4 Marks)
 - iii) Network administrator (4 Marks)
- b) Discuss the statement that “the implementation of information system has faced a number of challenges and destructive security threats arising from the automation of business processes (8 Marks)