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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FIRST YEAR, FOURTH SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY**  
**DIT 1011 – MANAGEMENT INFORMATION SYSTEMS**

Date: 09<sup>TH</sup> DECEMBER 2022

Time: 11:30 AM – 1: 30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Define the following terms (4 Marks)
  - i) System development life cycle
  - ii) Competitive advantage
- b) Briefly describe any four characteristics of systems (4 Marks)
- c) Briefly describe the five categories of information systems (5 Marks)
- d) Outline any five steps in the Management Information Systems implementation process (5 Marks)
- e) State three types of decisions made in any organization (6 Marks)
- f) Describe three major management challenges to building and using information systems (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) ABD Company is implementing an Management Support System that will provide managers with reports and online access to the firm's current performance and historical records
  - i) Identify this information system (2 Marks)
  - ii) Discuss four types of reports that will be produced by this system (8 Marks)
- b) Information systems give firms competitive advantage. Discuss five information systems strategies that give firms competitive advantage in this information era (5 Marks)
- c) Describe how building new systems can produce organizational change (5 Marks)

**QUESTION THREE (20 MARKS)**

- a) The database technology cuts through many of the problems created by traditional file organization. Rather than storing data in separate files for each application, data are stored so as to appear to users as being stored in only one location. The need for database arises from the limitation of traditional file processing systems or file-based approach
  - i) Compare and contrast file-based database systems and traditional databases (4 Marks)
  - ii) Distinguish between the terms data mining and data warehousing in databases. (4 Marks)
- b) Quality can be viewed in two ways, from the producer's and from customer's view. Discuss (4 Marks)
- c) Discuss the major types of computer information security breaches and requisite Controls (8 Marks)

#### **QUESTION FOUR (20 MARKS)**

- a) Explain six characteristics of relevant information for a manager (6 Marks)
- b) Explain any four functions of managers in an organization of your choice (8 Marks)
- c) Outline the three objective security of information systems in an organization, show how these objectives are being achieved in the organization selected in (b) above (6 Marks)

#### **QUESTION FIVE (20 MARKS)**

- a) Explain why information systems are so vulnerable to destruction, error, abuse and system quality problems. (4 Marks)
- b) i) Distinguish between e-commerce and e-business (2 Marks)  
ii) Benefits of B2B E-Commerce in developing Markets (5 Marks)
- c) Explain why strategic information systems are difficult to build and sustain (4 Marks)
- d) The role of Managers in the organization (5 Marks)