KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE BACHELOR OF BUSINESS AND INFORMATION TECHNOLOGY
KBA 2101 BUSINESS INFORMATION TECHNOLOGY

Date: 14TH AUGUST 2024
Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES
ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS
QUESTION ONE (30 MARKS)

a) IT is the cornerstone of most business operations, providing the infrastructure that supports a great deal of both front-end and back-end processes. Without IT to manage a business systems and computer network information, any unexpected breakdown or failure could bring all daily business activity to a halt. Discuss the terms Information Technology and Information Communication Technology. **(4 Marks)**

b) Organizations use BPM - Business Process Management software to monitor and control automated and non-automated business processes and to help improve their existing processes. BPM and the use of BPM software deliver numerous benefits by lowering risks. Describe some of the risks BPM software can lower. **(6 Marks)**

c) Technology Innovations (TI) involves harnessing knowledge, expertise, and resources to develop innovative solutions that solve problems, improve efficiency, drive progress, and deliver value. Highlight four examples of TI in the World today. **(4 Marks)**

d) To ensure processes are executed correctly and deliver value for the organization and its customers it's key to have process documentation detailing who is responsible for each step and what exactly is required of them. Discuss the term business process and list three types business processes. **(4 Marks)**

e) The field of Information Systems involves the effective design, delivery, and use of information and communications technologies to solve problems for companies. Discuss any two types of Information Systems. **(4 Marks)**

f) Data processing is the collection and manipulation of digital data to produce meaningful information. Data processing is a form of information processing, which is the modification of information in any manner detectable by an observer. In this context discuss the terms intelligence and knowledge. **(4 Marks)**

g) An enterprise architecture (EA) is a conceptual blueprint that defines the structure and operation of organizations. EA is especially useful for large businesses going through digital transformation, because it focuses on bringing legacy processes and applications together to form a more seamless environment. Describe the concept of business, data, technology, and application architectures as applied in EA. **(4 Marks)**

QUESTION TWO (20 MARKS)

a) There are numerous concepts and corresponding terms to describe the art and science of running a business, with business process being only one of them. Business procedure and business function are two other frequently used terms. Distinguish between the terms. **(4 Marks)**

b) RFx literally stands for "Request For anything". The RFx process is conducted business-to-business (B2B) during the negotiation process and helps to manage expectations prior to purchase or procurement. Each request requires standardized documentation and is submitted directly to the company. Discuss four any forms of RFx and their respective use cases.

(8 Marks)

c) The works of economist Adam Smith, academic and author Thomas Davenport, engineer Frederick Taylor and management guru Peter Drucker have significantly influenced how organizations define and handle business processes. BPM is at its core the discipline of studying and improving the business processes that exist within the enterprise. Discus any four stages of BPM.

(8 Marks)

QUESTION THREE (20 MARKS)

a) Davenport defined the business process as a set of logically related tasks performed to achieve a defined business outcome. According to Davenport, processes make up the structure that helps organizations complete the tasks required to produce value for its customers. Discuss how the understanding of each business process in the organization operates from end-to-end is importance.

(8 Marks)

b) An information system is a combination of software, hardware, and telecommunication networks to collect useful data, especially in an organization. Many businesses use information technology to complete and manage their operations, interact with their consumers, and stay ahead of their competition. Discuss with examples Knowledge Management Systems and Expert Systems.

(6 Marks)

c) Modern digital electronic computers can perform generic sets of operations known as programs. These programs enable computers to perform a wide range of tasks. A computer is a machine that can be programmed to automatically carry out sequences of arithmetic or logical operations (computation). Discuss the following terms in the context of computers Architecture, Hertz and bandwidth.

(6 Marks)

QUESTION FOUR (20 MARKS)

a) Business process outsourcing (BPO) is a business practice in which an organization contracts with an external service provider to perform an essential business function or task. An organization typically contracts with another business for such services after it has identified a process that, although necessary for its operations, is not part of its core value proposition. Discuss the four benefits or factors or considerations that may lead to an organization outsourcing a process. **(8 Marks)**

b) No matter how many people you have on your team, certain areas of IT management are applicable to every business. Your IT department's responsibilities and structure will be driven by a range of factors, from company size and business goals, to industry compliance requirements and security vulnerabilities. Discuss any four key functions/responsibilities of IT in business. **(4 Marks)**

c) Information systems are commonly divided into two broad categories: systems that support an organization's business activities and systems that support managerial decision making. Operations information systems are generally concerned with process control, transaction processing, communications (internal and external) and productivity. Management information systems provide feedback on organizational activities and help to support managerial decision making.

	i.	Discuss any two operational information systems	**(4 Marks)**
	ii.	Discuss any two Management Information Systems	**(4 Marks)**

QUESTION FIVE (20 MARKS)

a) Information systems are collections of multiple information resources to gather, process, store, and disseminate information. It defines the flow of information within the system. The objective of an information system is to provide appropriate information to the user, to gather the data, process the data and communicate information to the user of the system. Discuss any four components that makeup an information system. **(8 Marks)**

b) When an organization determines that a business process is not achieving the desired goals or outcomes, it can engage several strategies for improvements. For example, an organization might opt to focus on business process visibility to identify issues in process performance or execution. Discuss the three types of business processes. **(6 Marks)**

c) Technology Innovations is defined as the creation and application of new or improved technologies, tools, systems, and processes that bring about significant advancements or breakthroughs in various fields. Highlight three best Practices for Strategic Management of Technology Innovation in an organization. **(6 Marks)**