KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN INFORMATION & COMMUNICATION TECHNOLOGY
DIT 1011 – MANAGEMENT INFORMATION SYSTEMS

Date: 5TH December 2024
Time: 11:30AM – 1:30PM

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

QUESTION ONE (30 MARKS)

a) Explain the concept of Management information system in the context of an organization   (3 Marks)

b) Information technology can promote various degrees of organizational change. Explain five kinds of structural organizational change that are enabled by Information technology.   (5 Marks)

c) How does a Decision Support System (DSS) and Executive Support Systems (ESS) assist managers in decision-making?   (3 Marks)

d) Contrast between Project management techniques and Project Management Methodologies giving an example in each case.   (4 Marks)

e) You are the security officer of a healthcare organization. Discuss the importance of the CIA triad with the help of diagrammatic representation in protecting patient information. How would you implement each element of the triad?   (5 Marks)

f) Information provides historical evidences, reduces uncertainty in decision making and provides mechanism for communication. The quality of information used by organizations in decision making cannot be over-emphasized. State any five qualities of good information.   (5 Marks)

g) Analyze how emerging technologies like blockchain, IoT and Artificial Intelligence, can improve transparency and efficiency in supply chain management through enhanced MIS.   (5 Marks)

QUESTION TWO (20 MARKS)

a) Atypical Project consists of four Phases: Conceptualization, Planning, Execution and Termination. Explain what each of these phases encompasses outlining the Key deliverables for each phase.
    (8 Marks)

b) What are the two main modes of Information system Acquisition? Explain.   (2 Marks)

c) Kiriri Investment company has hired you as an external system auditor to investigate the cause and failure of unsuccessful implementation of an ERP software project. Explain four possible causes of this failure and five mitigative measures that may be included in your report
    (8 Marks)

d) Distinguish between goals and objectives in an organization   (2 Marks)

QUESTION THREE (20 MARKS)

a) Imagine you are part of a team tasked with acquiring a new Customer Relationship Management (CRM) system. Outline the steps you would take from needs assessment to vendor selection, highlighting critical factors to consider at each stage. (6 Marks)

b) Management is an act of overseeing and coordinating the activities of a team undertaking a project. Planning is one of the Key roles of management. Explain Four basic Elements of good planning in an organization (4 Marks)

c) Knowledge Management Systems (KMS) are designed to facilitate the collection, organization, sharing, and analysis of an organization's knowledge. Discuss Five key components of a knowledge management system (10 Marks)

QUESTION FOUR (20 MARKS)

a) Maintenance is a crucial activity during post -project implementation. Explain four types of system maintenance (4 Marks)

b) A manager under competitive pressure is considering a new application of IS that will displace 5 employees. The employees will not be able to find similar jobs elsewhere with their current skills.
   i. Advise the organization on whether to proceed or withdraw the plan (3 Marks)
   ii. Where the organization opts to proceed with the project, give three ethical measures the organization can undertake to mitigate on the negative impact on the employees' lives.

(4 Marks)

c) Explain what a Project entails, outlining its four defining characteristics. (4 Marks)

d) Describe the concept of Systems Development Life Cycle (SDLC). What are its main phases

(5 Marks)

QUESTION FIVE (20 MARKS)

a) An IT project manager is expected to define time, cost and staff elements for a given project before it commences. Outline the significance of these elements using a block diagram. (5 Marks)

b) Describe the three levels in which information systems serve in management, stating the types of information systems deployed at each level. (6 Marks)

c) Explain the concept of Agile MIS project methodology and how it differs from traditional MIS approaches. (2 Marks)

d) Management in an organization is mostly involved in decision making. State and explain three types of decisions made in the management hierarchy of an organization (5 Marks)

e) State and explain four factors that influence information system acquisition in an organization

(4 Marks)