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

Date: 9<sup>TH</sup> AUGUST 2024  
Time: 11:30AM – 1:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Define the following terms
- i) Outsourcing
  - ii) Information systems
  - iii) Networks
  - iv) Computer crime
  - v) Telecommuting (5 Marks)
- b) Francis's 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 (4 Marks)
- c) Information systems give firms competitive advantage. Discuss five information systems strategies that give firms competitive advantage in this information era (10 Marks)
- d) Describe three major management challenges to building and using information systems (6 Marks)
- e) Explain three characteristics of relevant information for a manager (3 Marks)

**QUESTION TWO (20 MARKS)**

- a) What are some common challenges organizations face when adopting office automation systems (4 Marks)
- b) Explain why strategic information systems are difficult to build and to sustain (5 Marks)
- c) The internet technology has posed many security threats to the internet users at large. List and fully describe at least three ways in which internet privacy can be enhanced. (6 Marks)
- d) How can an organization ensure compliance with relevant regulations when implementing new technologies (5 Marks)

**QUESTION THREE (20 MARKS)**

- a) Describe why information systems are so vulnerable to destruction, error, abuse and system quality problems (6 Marks)

- b) Explain any four functions of managers in an organization of your choice (4 Marks)
- c) Outline three objectives of security of information systems in an organization, show how these objectives are being achieved in the organization (6 Marks)
- d) What security considerations should be taken into account when adopting new technologies (4 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Replacing a manual system by computerized system can have certain negative consequences to an organization. Discuss three different examples of these unwelcome consequences (6 Marks)
- b) Explain how information systems/technology are transforming organization and management (4 Marks)
- c) Explain any four threats to information system in an organization (4 Marks)
- d) Describe the different types of decisions made in organizations (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain four Benefits of E-Commerce in Developing Markets (4 Marks)
- b) Describe three major management challenges to building and using information systems (6 Marks)
- c) Explain how information systems/technology are transforming organization and management (5 Marks)
- d) Critically evaluate the stages of Decision making (5 Marks)