KABARAK **UNIVERSITY**

EXAMINATIONS

2008/2009 ACADEMIC YEAR

FOR THE DEGREE OF BACHELOR OF EDUCATION SCIENCE

COURSE CODE: COMP 448

COURSE TITLE: STRATEGIC MANAGEMENT INFORMATION

SYSTEM

STREAM: SESSION VI & VIII

DAY: THURSDAY

TIME: 2.00 – 4.00 P.M.

DATE: 09/04/2009

INSTRUCTIONS:

Answer Question One and Any Other Two Questions.

PLEASE TURN OVER

QUESTION ONE (30 marks)

   (a) Supply chain management of any organization if not properly managed can bring disastrous results. Explain the three main flows of any SCM.   (6marks)

   (b) A desire or an intention becomes a goal if and only if one activates an action for achieving it. Explain the goal types in business management.   (6 marks)

   (c) Information technology (IT) is conceived as a major contributing factor in any re-engineering process. Explain the role of information technology in the re-engineering process.   (5 marks)

   (d) Define e-commerce   (2 marks)

   (e) An organization is a formal social units devoted to the attainment of specific goals. Briefly explain the four common forms of organizational structure.   (4 marks)

   (f) What do you understand by outsourcing? Explain briefly.   (2 marks)

   (g) The effectiveness of any management information systems is dependent on its objectives. Highlight the Objectives of any MIS.   (5 marks)

QUESTION TWO (20 marks)

   (a) Discuss the three common characteristics in all strategic MIS.   (3 marks)

   (b) The complexity of the supply chain will vary with the size of the business and the number of items manufactured in an organization. Highlight the problems that all Supply chain management must address.   (4 marks)

   (c) Different organizations will outsource for different reasons. list any six potential benefits of outsourcing.   (3 marks)

   (d) The definition of a small business will vary from country to country. What are disadvantages of any small business?   (4 marks)

   (e) Explain the following manufacturing methodologies: the kanban and **just-in-time**.   (4marks)

   (f) Define the term website.   (2 marks)

QUESTION THREE (20 marks)

(a) Define a goal and highlight three fundamental categories of goals related to technological system management. (4 marks)

(b) You have been appointed the manager of Zain Kenya and bound to outsource in one way or the other. Explain the four stages that encompass the process of outsourcing. (4 marks)

(c) What do you understand by IT infrastructure? Briefly explain. (2 marks)

(d) Reliable and effective control system has the following features explain any three. (3 marks)

(e) Mr. chirchir want to start an e-commerce business. Explain to him any four types of e-commerce to choose from. (4 marks)

(f) Explain the steps of a data migration strategy that can help with the success of an ERP implementation. (3 marks)

QUESTION FOUR (20 marks)

(a) There are several approaches, which are used for developing MIS explain ant three. (6 marks)

(b) Define the term re-engineering. (2marks)

(c) As one of the well established business men in Nakuru, explain the basic categories of business models available. (4marks)

(d) All systems share common characteristics. List these characteristics. (4 marks)

(e) Management plays the central role of any organization. Briefly explain the various functions of management. (4 marks)

QUESTION FIVE (20 marks)

(a) Write short notes on the following:

      (i) Cultural systems (2 marks)

      (ii) Economic systems (2 marks)

(b) Explain the two basic types of competitive advantage (4 marks)

(c) What do you understand by a business model   (2 marks)

(d) As the VC Maseno University Highlight three reasons that can make you outsource.   (3 marks)

(e) Websites can be used for more than just displaying information. Explain any two types of websites.   (2 marks)

(f) Identify the two main types of Supply Chain Management software available   (2 marks)

(g) The manager KCB invites you to deliver a speech on the functions of management. Briefly explain any three functions of management.   (3 marks)