

**KENYA METHODIST UNIVERSITY
FIRST TRIMESTER EXAMINATION, APRIL 2008**

**DEPARTMENT : COMPUTER AND INFORMATION SCIENCE
COURSE CODE : CISY 446/ DCIS 242
COURSE TITLE : MANAGEMENT INFORMATION SYSTEMS
TIME : 2 HOURS**

Instructions:

Answer ALL questions in Section A and any other TWO questions in Section B.

Section A (30 Marks)

1. Define the following terms:
 - a. Information System
 - b. Transaction processing system. (2 mks)
2. List and briefly describe the major types of information systems in organization. (6 mks)
3. Michael Porter developed the competitive forces model. Discuss how the five competitive forces affect an organization. (10 mks)
4. Describe how the hard disk stores data. (4 mks)
5. Define a data warehouse and data mining. (2 mks)
6. Describe the four stages of the decision making process. (4 mks)
7. What is the difference between a logical and a physical view of data? (2 mks)

Section B (40 Marks)

Question One (20 Marks)

1. Describe the 6 processes involved in systems development. (6 mks)
2. Give three organizational benefits of intranets. (3 mks)
3. Describe the two encryption techniques. (4 mks)
4. What is the difference between an intranet and extranet. (2 mks)
5. Henri Fayol's classic theory of management says managers perform five distinct functions. Describe these functions. (5 mks)

Question Two (20 Marks)

1. What is a disaster recovery plan? List the steps involved in developing a disaster recovery plan. (10 mks)
2. Describe the five moral dimensions of the information age. (10 mks)

Question Three (20 Marks)

1. Describe two types of controls a network administrator can implement in an organization. (4 mks)
2. Describe four stages of decision making process. (4 mks)
3. List two examples of knowledge work systems. (2 mks)
4. Describe the four ways in which an organization can change. (8 mks)
5. List four components of a telecommunications system. (2 mks)