

**KENYA METHODIST UNIVERSITY  
FIRST TRIMESTER EXAMINATIONS, APRIL 2009**

**FACULTY** : **BUSINESS AND MANAGEMENT STUDIES**  
**DEPARTMENT** : **BUSINESS ADMINISTRATION**  
**COURSE CODE** : **BBIT 111**  
**COURSE TITLE** : **INTRODUCTION TO BUSINESS INFORMATION SYSTEMS**  
**TIME** : **2 HOURS**

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**Instructions:**

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

**Section A (30 Marks)**

**Question One (30 Marks)**

- i. Briefly discuss any three strategies an organization would use to counter the competitive threats in its industry. (6 Marks)
- ii. Briefly describe the components that make up an information system. (5 Marks)
- iii. What is the difference between the ability of a manager to retrieve information instantly on demand using an MIS and the capabilities provided by a DSS? (4 Marks)
- iv. Give three organizational benefits of intranets. (3 Marks)
- v. List and briefly describe the major types of information systems in organization. (6 Marks)
- vi. Describe the two encryption techniques. (6 Marks)

**Section B (30 Marks)**  
**Question Two (15 Marks)**

- i. Describe the three relationships Ms Access supports. (6 Marks)
- ii. Describe any three security issues an organization has to deal with. (6 Marks)
- iii. Describe any three types of printers. (3 Marks)

**Question Three (15 Marks)**

- i. Outline how you would perform the following in Ms Excel:
  - a. Delete two non contiguous columns
  - b. Copy a formula from one cell to a range of consecutive cells
  - c. Insert a formula whose cell reference is absolute (9 Marks)
- ii. Describe three functions of an operating system. (6 Marks)

**Question Four (15 Marks)**

- i. Describe any four objects used in Ms Access. (8 Marks)
- ii. Outline how you insert a query in Ms Access. (2 Marks)
- iii. With the help of a diagram, describe the components of the computer architecture. (5 Marks)