

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

FACULTY : **ARTS AND SCIENCES**
DEPARTMENT : **COMPUTER INFORMATION SYSTEMS**
COURSE CODE : **CISY 421**
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)

- i. How can information technology support a company's business processes and decision making, and give it a competitive advantage. Give two examples to illustrate your answer. (4 Marks)
- ii. Briefly discuss any three strategies an organization would use to counter the competitive threats in its industry. (6 Marks)
- iii. Describe how an organization can use groupware and Intranets to enhance the three Cs: communication, collaboration, and coordination. (4 Marks)
- iv. Explain the ERP concepts and its benefits to the organization. (5 Marks)
- v. Confidentiality, integrity, non repudiation and authentication are four security issues an organization must ensure when transmitting data over networks or when doing business electronically. Define what you understand by these four terms. (4 Marks)
- vi. Briefly describe the components that make up an information system. (5 Marks)
- vii. Give two organizational benefits of intranets. (2 Marks)

Section B (40 Marks)

Question One (20 Marks)

- i. Discuss four reasons why organizations are implementing information systems. (4 Marks)
- ii. How can internet technologies improve customer relationships and services for a business? (5 Marks)
- iii. Explain the role and importance of BPR in an organization. (5 Marks)
- iv. With the help of a flowchart diagram, describe the decision making process. (6 Marks)

Question Two (20 Marks)

- i. What can be done to improve e-commerce security on the internet? Give two examples of security measures, and technologies you would use. (4 Marks)
- ii. Every organization must have a disaster recovery plan. What do you understand by this term and what are the steps in this plan. (10 Marks)
- iii. List three differences between neural networks and expert systems. (6 Marks)

Question Three (20 Marks)

- i. 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)
- ii. Describe the five moral dimensions of information systems. (10 Marks)
- iii. Explain any three positive and negative impacts of information systems today. (6 Marks)