KENYA METHODIST UNIVERSITY

END OF 1ST TRIMESTER 2010 EXAMINATIONS

FACULTY   :   **COMPUTING AND INFORMATICS**
DEPARTMENT   :   **COMPUTER INFORMATION SYSTEMS**
UNIT CODE   :   **CISY 421 / BUSS 217**
UNIT TITLE   :   **MANAGEMENT INFORMATION SYSTEMS**
TIME   :   **2 HOURS**

Instructions:

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

Section A

Question One (30 Marks)

i. Define the following terms:
    a. Information System
    b. Transaction processing system. (2 mks)
ii. Michael Porter developed the competitive forces model. Discuss how the five competitive forces affect an organization. (10 mks)
iii. Describe the two encryption techniques. (4 mks)
iv. Describe the seven basic activities in system development. (7 mks)
v. How could a retail chain of supermarkets like Nakumatt use information about its customers to gain power over its customers? (5 mks)
vi. What is the importance of an ERP system in an organization? (2 mks)

Section B

Question One (20 Marks)

i. Mintzberg found that managerial roles fell into three categories. Give these three categories. (6 mks)
ii. Distinguish between a data warehouse and a data mart. (4 mks)
iii. Give 4 reasons on how a GDSS can enhance group decision making. (4 mks)
iv. List two of the most important secondary storage media. What are the strengths and weaknesses of each? (6 mks)

Question Two (20 Marks)

i. Authorization, Confidentiality, integrity, non repudiation and authentication are five security issues an organization must ensure when transmitting data over networks or when doing business electronically. Define what you understand by these terms. (10 mks)
ii. Strategy can be defined at three levels: business, firm and industry. Describe each one of these citing a strategy in each level. (9 mks)
iii. Define e-commerce. (1 mk)

Question Three (20 Marks)

i.   Describe the five moral dimensions of information systems.   (10 mks)

ii. Give three organizational benefits of intranets.   (2 mks)

iii. Describe the four ways in which an organization can change.   (8 mks)