



KENYA METHODIST UNIVERSITY

END OF 2ND TRIMESTER 2010 EXAMINATIONS

FACULTY : **SCIENCE AND TECHNOLOGY**
DEPARTMENT : **COMPUTER SCIENCE & BUSINESS INFORMATION**
UNIT CODE : **CISY 421**
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 (30 Marks)

1. Define the following terms:

- a. CRM
- b. ERP
- c. SCM

(6 Marks)

2. Describe the types of information systems in an organization and which levels of the organization each serve. (8 Marks)

3. List any three challenges managers face in implementing information systems. (3 Marks)

4. When developing a strategy for implementing an information system in an organization there are three levels to consider. List these three levels and briefly describe how each can be achieved. (9 Marks)

(9 Marks)

5. Give the business value of telecommunication and networks. (4 Marks)

(4 Marks)

Section B (40 Marks)

Question Two (20 Marks)

1. Describe any three approaches to information systems development. (9 Marks)
2. Give any four tools or technologies that can counter insecurity in an information system and briefly describe how each one works. (8 Marks)
3. What are some of the reasons organizations choose outsourcing as a method of system development? (3 Marks)

Question Three (20 Marks)

1. List three categories of e-commerce. (3 Marks)
2. Give any three tools or technologies that can counter insecurity in an information system and briefly describe how each one works. (6 Marks)
3. Give the three components of a DMBS. (3 Marks)
4. Give 5 ways in which GDSSes are improving efficiency in an organization. (5 Marks)
5. How are organizations similar to information systems? (3 Marks)

Question Four (20 Marks)

1. Describe the five ethical, moral and political issues raised in this information age. (10 Marks)
2. State Gordon Moore's law with respect to processing speed. (2 Marks)
3. What were some of the problems of traditional file systems that DBMSes were able to address? (4 Marks)
4. Describe the stages of decision making. (4 Marks)