



**UNIVERSITY EXAMINATIONS: 2013/2014**  
**EXAMINATION FOR THE MASTER OF SCIENCE IN INFORMATION**  
**SYSTEMS MANAGEMENT**  
**MISM 5301 OPERATING SYSTEMS MANAGEMENT**  
**DATE: AUGUST, 2014** **TIME: 2 HOURS**

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**INSTRUCTIONS: Answer Question One and Any Other Two Questions**

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**QUESTION ONE [20 MARKS]**

What is operation system in terms of provision of goods and services and what are operations systems mangers concerned with? (20 Marks)

**QUESTION TWO [15 MARKS]**

The functions of an operating system is a reflection of the purpose it serves for its customer, please discuss. (15 Marks)

**QUESTION THREE [15 MARKS]**

- (i) There are four important measures which can be used to distinguish between different operations. Describe these measures. (8 Marks)
- (ii) Name a few examples of direct Responsibilities of Operations Systems Management. (7 Marks)

**QUESTION FOUR [15 MARKS]**

In Operations Systems Management Design means satisfying the needs of customers. Discuss. (15 Marks)