



UNIVERSITY EXAMINATIONS: 2013/2014

STAGE II ORDINARY EXAMINATION FOR THE DIPLOMA IN BUSINESS
MANAGEMENT

DMS 100 INTRODUCTION TO INFORMATION SYSTEMS

DATE: APRIL 2014

TIME: 1 ½ Hours

INSTRUCTION: Answer any THREE questions

QUESTION ONE: (20 MARKS)

The figure1 shown below outlines a model of a product ordering domestic market place.

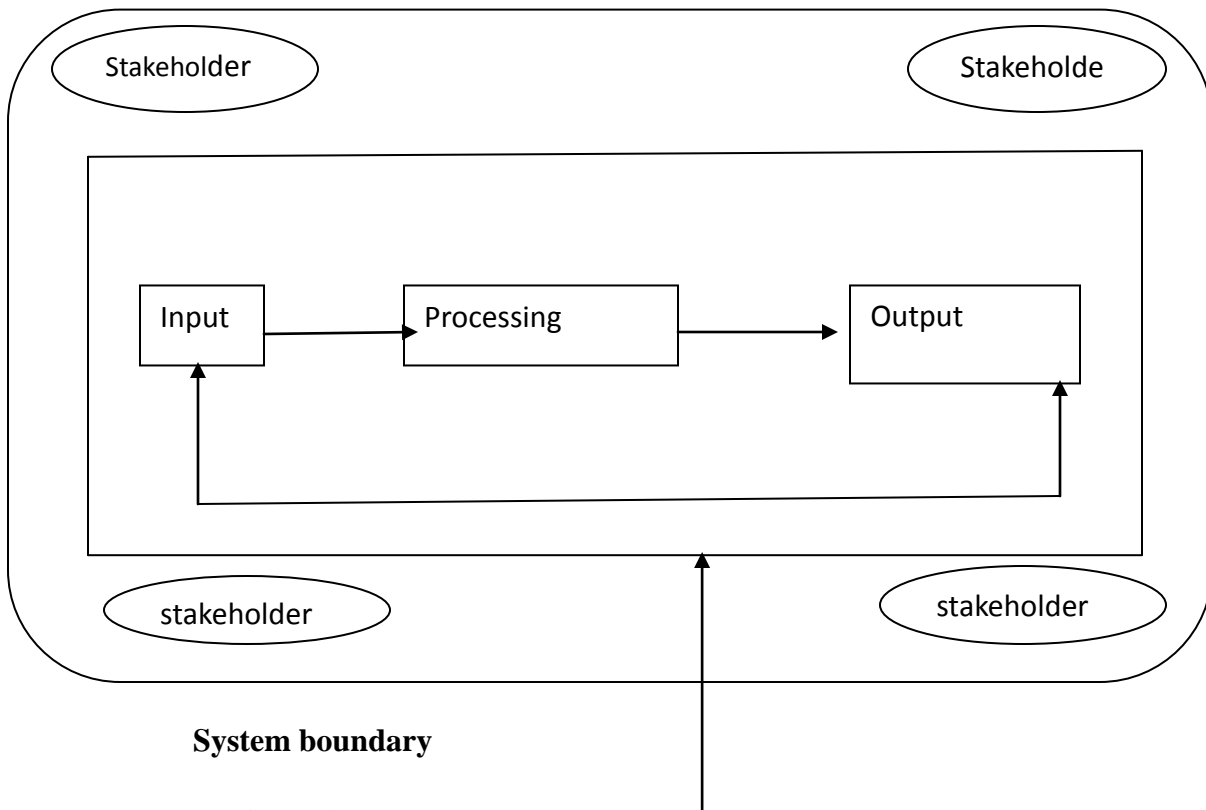


Figure 1

Required:

- a) Name the **four** stakeholders stating whether they provide inputs, outputs or both across the organization boundary [5 Marks]
- b) The **Four** classic levels of information systems can be modeled in alphabetical order as shown below:
- i. Knowledge
 - ii. Management
 - iii. Operation
 - iv. Strategic

Required:

Place the four levels in their rising hierarchal order and for each one give a suitable example of an information system [8 Marks]

(c) Define the term ‘utility software’ and describe five types of software utilities [7 Marks]

QUESTION TWO: (20 MARKS)

- a) Define the term ‘computer system’ [2 Marks]
- b) Briefly explain features and the application areas of the following types of computers:- [6 Marks]
- i. Mainframes
 - ii. Personal computers
- c) Highlight **four** differences between tailor made and off-the-shelf packages [8 Marks]
- d) State the **four** uses of database software in an organization [4 Marks]

QUESTION THREE: (20 MARKS)

- a) With the aid of a diagram, briefly describe the computer architecture [6 Marks]
- b) Highlight four benefits of a TPS to a business organization [4 Marks]
- c) List and briefly explain the six major components of an information system [6 Marks]
- d) Briefly explain the term ‘machine language’ and highlight three demerits of the language [4 Marks]

QUESTION FIVE: (20 MARKS)

a) In the context of a computerized environment:

i. Define the term 'operating system'

[2 Marks]

ii. Describe five major functions of computer operating system

[5 Marks]

b) Define the term translator program and give three examples of translator programs

[5 Marks]

c) State **four** features of a spreadsheet package

[4 Marks]

d) Mr. Waiganjo operates a computer bureau that specializes in preparing customer documentations such as CVs, term papers and project proposals.

Required: Identify four essential features of the computer software suitable for Waiganjo [4 Marks]