

QUESTION ONE [30 Marks]

- a) Define the following terminology as they relate to Management Information systems (8 marks)
- i. Equifinality
 - ii. Entropy
 - iii. Sub optimization
 - iv. Efficiency
 - v. Stress
 - vi. Organization
 - vii. management
 - viii. Feedback
- b) XYZ LTD is considering two available options with regards to acquiring their new I.S. The management has asked you for advice on whether they should modify the current organization processes to fit to a already existing software or they should modify the software to fit with their organizational processes. Required
- i. What factors would you consider before advising them on which option to take (4 marks)
 - ii. Describe any three advantages and disadvantages of the option you would advise them to take. (6 marks)
- c) Differentiate between the technical approach and behavioral approach of organization management (4 marks)
- d) Information systems are said to expose new security concern to an organization in the form of hacking, Describe any four major hacking strategies (8 marks)

QUESTION TWO [20 Marks]

- a) Differentiate between Information systems and information technology (4 marks)
- b) Describe the characteristics of MIS (4 marks)
- c) An organization is said to comprise of various levels. Using diagrams, describe these levels in detail with regards to the roles, nature of the information and types of information systems used (8 marks)
- d) With regards to Ethics, describe any four ethical issues raised by use of MIS (4 marks)

QUESTION THREE [20 Marks]

- a) Define the terms information systems strategy and list any four factors which affect choice of strategy (6 marks)
- b) Describe the term BPR and clearly describe the steps that it involves (8 marks)
- c) Describe any three ICT experts and any two of their duties (3 marks)
- d) Describe the three major functions of Information systems within an organization (3 marks)

QUESTION FOUR [20 Marks]

- a) Security is an important component within any system. Describe the six goals of information system security (6 marks)
- b) Implementation of new information systems is normally a major phase during development of new information systems. Describe in detail, the activities involved in the implementation process (12 marks)
- c) Describe four reason why Software project is distinct from other projects (4 marks)