

University Examinations 2011/2012

**THIRD YEAR, SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF BACHELOR OF
BUSINESS INFORMATION TECHNOLOGY**

BBT 2204: MANAGEMENT INFORMATION SYSTEMS

DATE: APRIL 2012

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE - (30 MARKS)

- a) Give two advantages and two disadvantages of acquiring software through a lease option. (4 Marks)
- b) Briefly describe the following in relation to information resource management.
 - i. Data warehouse
 - ii. Database
 - iii. Computer crime
 - iv. Data mining (8 Marks)
- c) What are the features of the following information systems?
 - i. Decision support systems (DSS)
 - ii. Transaction processing systems (TPS) (4 Marks)
- d) Differentiate between digital markets and digital goods. (4 Marks)
- e) Knowledge is situational and has a location. What do you understand from this? (4 Marks)
- f) Organizations that can sense and respond to their environments more rapidly will survive longer than organizations that have poor learning mechanisms. In the knowledge Management value chain, explain how;
 - i. Knowledge is acquired
 - ii. Knowledge is stored
 - iii. Knowledge is disseminated (6 Marks)

QUESTION TWO (20 MARKS)

- a) Information systems are, in the modern organization, used to support strategic objectives of an organization. While giving appropriate examples, briefly discuss the strategic role of information systems with regard to the following;

- i. Customer and supplier intimacy (3 Marks)
- ii. Operational excellence (2 Marks)
- iii. Competitive advantage. (3 Marks)
- b) Ethics refers to principles of right and wrong that individuals, acting as free moral agents, use to make choices to guide their behaviours. In relation to this, justify the following:
 - i. Whether or not its ethical for a bank employee who amasses a fortune by programming a computer to steal a fraction of a cent from every customer's interest payment and transferring it into her account. (4 Marks)
 - ii. Whether or not its ethical for an employee who out of vengeance for being sacked by his employer decides to write a malicious software code that deletes records from the employer's database. (4 Marks)
 - iii. Whether or not it's ethical when a company CEO together with his chief accountant misstates earnings using illegal accounting schemes and makes false presentations to shareholders during annual general meeting. (4 Marks)

QUESTION THREE (20 MARKS)

- a) Information systems and organizations have a push and pull relationship.
 - i. Describe how information systems affect
 - (i) Organization structure and culture
 - (ii) Organization politics and decision making (8 Marks)
 - ii. Using appropriate examples, illustrate how;
 - (i) Organizations have changed use of information technology
 - (ii) Organizations have changed who is involved in the operation of information systems. (6 Marks)
- b) While explaining what an information center is, briefly explain its purpose. (3 Marks)
- c) Give a brief description of what CRM systems are all about. (3 Marks)

QUESTION FOUR (20 MARKS)

- a) Organizations create and gather knowledge using a variety of organizational learning mechanisms. Briefly outline three learning mechanisms. (3 Marks)
- b) Briefly describe the following types of knowledge management systems.
 - i. Enterprise – wide knowledge management systems
 - ii. Knowledge work systems
 - iii. Intelligent techniques (9 Marks)
- c) What is the meaning and role of the following;
 - i. Chief Knowledge officer (CKO)
 - ii. Communities of Practise (CoP)
 - iii. Leaning organization
 - iv. SCM (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Briefly describe the following terms as used in information system security.
 - i. Threat
 - ii. Vulnerability
 - iii. Risk
 - iv. Attack (8 Marks)
- b) Give four qualities of a good password. (4 Marks)
- c) The following are four objectives of information systems security. Describe each of them.
 - i. Confidentiality
 - ii. Availability
 - iii. Integrity
 - iv. Non – repudiation (8 Marks)