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University Examinations 2012/2013

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY

BCT 2119: MANAGEMENT INFORMATION SYSTEMS

DATE: APRIL 2013

TIME: 2 HOURS

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

QUESTION ONE – 30 MARKS

- Describe the activities that convert data to usable information in an information system. (3 Marks)
- Distinguish between a technical and behavioural approach to information system. (2 Marks)
- Differentiate between data warehouse and a data mart. (4 Marks)
- Describe three benefits of a data warehouse. (3 Marks)
- Describe three major management challenges to building and using information systems. (6 Marks)
- Explain how information systems/technology are transforming organization and management (6 Marks)
- Describe the term outsourcing. (2 Marks)
- Explain two advantages and two disadvantages to the organization of outsourcing information technology solutions. (4 Marks)

QUESTION TWO – 20 MARKS

- Using an appropriate diagram analyze the role played by the six types of information systems in organizations. (12 Marks)
- Describe the relationship of the information systems to each other. (2 Marks)
- State and explain three moral dimensions of an information society. (6 Marks)

QUESTION THREE – 20 MARKS

- Describe how the competitive forces model can be used to identify opportunities for strategic information systems. (10 Marks)
- Explain why strategic information systems are difficult to build and to sustain. (5 Marks)
- Describe how organization can use information systems to enhance quality in their operations, products and services. (5 Marks)

QUESTION FOUR – 20 MARKS

- a. Describe three economic theories that help explain how information systems affect organization. (9 Marks)
- b. Describe the relationship between information systems and organizations. (3 Marks)
- c. Compare and contrast the classical and contemporary models of management. (8 Marks)

QUESTION FIVE – 20 MARKS

Implementing enterprise networking and new information technology infrastructure as created problems as well as opportunities for organizations.

- a. Describe four challenges posed by the new information technology infrastructure. (8 Marks)
- b. Explain how managers can deal with the challenges identified above. (4 Marks)
- c. Information technology can promote various degrees of organizational change ranging from incremental to far reaching. Explain the four changes enabled by information technology. (8 Marks)