



**UNIVERSITY EXAMINATION 2011/2012
SCHOOL OF APPLIED AND SOCIAL SCIENCES
DEPARTMENT OF INFORMATION TECHNOLOGY**

EXAMINATION FOR BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

BIT/BBM 322: MANAGEMENT INFORMATION SYSTEM (Part Time) April 2012

Instructions

Answer question ONE and any other TWO questions

Time: 2Hours

QUESTION ONE (30 MARKS)

- a) Explain the following in Business Information systems clearly bringing out their differences, advantages and disadvantages (12 Marks)
- i. Executive Information System
 - ii. Decision Support System
 - iii. Management information Systems
- c) “A key requirement in today's business environment is the ability to communicate more effectively, both internally with the employees and externally with the trading partners and customers” Explain the nature of the communication infrastructure required to support such a communication as stated (4 Marks)
- d) Mega, a leading local commuter coach services have been in the top ranks for more than 20 years since its operations nationwide. In view of global economic turmoil which will have tremendous impact on the national economy as well, Mega believes that the company should be more effective in their services operations. One of the ways is to be selective in their services: destinations, frequency and resource allocation. You are the Chief Information Officer of Mega.

Required:

With your vast knowledge of how information systems can provide critical information to assist the company to be more effective, prepare a proposal to the top management. Your proposal should highlight what type(s) of information systems that should be implemented and describe the system(s) functions in detail. (14 marks)

QUESTION TWO (20 MARKS)

- a. Define the following terms (6 Marks)
- i. Information System
 - ii. Information
 - iii. Data

- b. Discuss the business and technological drivers of Business Enterprise Systems (14 Marks)

QUESTION THREE (20 MARKS)

- a. Discuss the evolution of IT Infrastructure from 1950's-2010's (10 Marks)
- b. Explain how different levels of management use computerized information systems (10 Marks)

QUESTION FOUR (20 MARKS)

- a. Explain the strategic advantages of information technology (8 Marks)
- b. Discuss the following capital budgeting models used to evaluate capital projects (12 Marks)
- i. The payback method
 - ii. The accounting Rate of return on investment (ROI)
 - iii. Net Present Value
 - iv. Profitability Index

QUESTION FIVE (20 MARKS)

- a. In Information Systems Security explain the following terms (10 Marks)
- i. Spoofing and Sniffing
 - ii. Denial of Service Attacks
 - iii. cyber terrorism
 - iv. Trojan horse
 - v. Worms
- b. Discuss the five moral dimensions of information age (10 Marks)