Name:	Index No:	
2920/302	Candidate's Signature:	
MANAGEMENT INFORMATION SYSTEMS	· · · · · · · · · · · · · · · · · · ·	
July 2015	Date:	
Time: 3 hours		



THE KENYA NATIONAL EXAMINATIONS COUNCIL DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE 1

MANAGEMENT INFORMATION SYSTEMS

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of examination in the spaces provided above.

Answer any FIVE of the EIGHT questions in this paper in the spaces provided.

Candidates should answer the questions in English.

For Examiner's Use Only

Questions	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

This paper consist of 16 printed pages.

Candidates should check the questions paper to ascertain that all the pages are printed as indicated and that no questions are missing.

(a)	Distinguish between technical approach and social-technical approach as used in management information systems. (4 marks
	
(b)	During a management information systems lesson Mr. Kibe discussed different ways in which decision support systems support managers. Explain three such ways that could have been monthing.
 	have been mentioned. (6 marks)
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c)	Explain three reasons that would cause an organization adopt cloud-computing technology in its operations. (6 marks)
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	(4 marks
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	<u> </u>
Outline four benefits of group decision support systems (GDSS).	(4 marks
	-
Lynn chose to use the direct procurement method to purchase a management	ent information
system. Explain three reasons that could have influenced her choice.	(6 marks)
	And Andrews (Market Street Control of Street Con
	Outline four benefits of group decision support systems (GDSS).

(c)	Explain three types of information systems maintenance methods.	(6 marks)
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-		177
(d)	Differentiate between business process re-engineering and total quality maused in management information systems.	nagement as (4 marks)
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(a)	Outline four characteristics of <i>information society</i> as applied in management systems.	nt information (4 marks)
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3.

(b)	Describe each of the following types of information systems:	
	(i) office automation system;	(2 marks
	(ii) executive support system.	(2 marks)
(c)	Theca Company intends to purchase a real time transaction process system for i operations. Explain three features that they should consider in the selection.	ts (6 marks)
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Ъ)	MANYAM FRANCHISE Disc overlLearn!Apply
b)	MANYAM FRANCHISE Disc overlLearnIApply Differentiate between copyright and intellectual property as used in information systems ethics.
b)	MANYAM FRANCHISE Disc overllearnIApply Differentiate between copyright and intellectual property as used in information systems ethics. (4 marks
(b)	MANYAM FRANCHISE Disc overllearnIApply Differentiate between copyright and intellectual property as used in information systems ethics. (4 marks
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(b)	MANYAM FRANCHISE Disc overllearnIApply Differentiate between copyright and intellectual property as used in information systems ethics. (4 marks

	Chute Company has installed an e-payment system for its operations. Explair security control measures that should be put in place.	(6 marks
		
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		ANTONIO PER PARAMETER PRABAMETER (1994), ANTONIO PER CANTO PER PREPARAME
(d)	ABC Company has installed an information system to gain a competitive advaits competitors. Explain three ways the system would assist the company.	intage over
	The agreement would assist the company.	
		(6 marks)
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(a)	Putty Companies have installed a global positioning system (GPS) in their fleet vehicles. Explain two benefits of this system to the company.	
	end and company.	(4 mai
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(b)	Jude Company intends to train its users on a newly introduced management info	ormatio
	system. Explain three reasons for this move.	(6 mar
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(c,	Differentiate between spoofing and sniffing as applied in computer systems security.  (4 mar
d)	Crisper intends to write a report on the causes of management information systems failuin an organization. Explain <b>three</b> such factors that he could include in the paper.
	(6 mar)
	Advisor Televisor
	Manyam Franchise
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)	Outline four handity of
,	Outline four benefits of work breakthrough structure as a project management technique (4 mark
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6.

	y. Explain <b>three</b> measures that they could put in place t	o solve the problem. 6 mar)
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Explain two of services.	ircumstances that would cause an organization to outso	
		(4 marks
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(d)	Marcela Company installed the Internet component in its management information system in three ethical issues that the company should sensitize its users on. (6 mar
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(a)	Outline four characteristics of strategic decisions as used in management information systems.  (4 mark
	Manyam Franchise
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(b)	Distinguish between <i>deterministic</i> and <i>probabilistic</i> systems as applied in management information systems. (4 marks

information system. Explain three components of this kind of system.	(6 marks
Explain three characteristics of MIS information.	(6 marks)
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system. Explain three reasons for her advice.	<i>or made</i> informa (6 ma
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Ruby has been presented with the following features of an information sanswer the questions that follow	system. Use it to
answer the questions that follow.  - Access to internal and external data What-if analysis - Ad hoc queries AMFRANCHISE - Drill down - Project tracking isc overllearn Apply - Colour business graphics - Network connections, e-mail access - High security	system. Use it to
- Access to internal and external data What-if analysis - Ad hoc queries AM FRANCHISE - Drill down - Project tracking isc overllearn Apply - Colour business graphics - Network connections, e-mail access	(1 mark
- Access to internal and external data What-if analysis - Ad hoc queries AM FRANCHISE - Drill down - Project tracking isc overllearn Apply - Colour business graphics - Network connections, e-mail access - High security  (i) Identify the information system described above;	(1 mark
- Access to internal and external data What-if analysis - Ad hoc queries AM FRANCHISE - Drill down - Project tracking isc overllearniapply - Colour business graphics - Network connections, e-mail access - High security  (i) Identify the information system described above;	(1 mark
- Access to internal and external data What-if analysis - Ad hoc queries AM FRANCHISE - Drill down - Project tracking isc overllearn Apply - Colour business graphics - Network connections, e-mail access - High security  (i) Identify the information system described above;	(1 mark

_	(iii) Outline two functions of this system to an organization.	(2 marks)
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(c)	Jota Supermarket has installed an enterprise resource planning system (ERP) for operation. Explain three benefits of this system to the supermarket.	its (4 marks)
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	Manyam Franchise	
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d)	Jack Company has incorporated artificial intelligence systems in its operations. Exthree benefits of this system to the company.	kplain 5 marks)
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