UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN COMPUTER SCIENCE

CSC 325: MANAGEMENT INFORMATION SYSTEMS

DATE: APRIL 6, 2018   TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

Answer Question ONE and ANY Other TWO Questions.

QUESTION ONE (30 MARKS)

a) Differentiate between the following terms   (5 marks)

    i)   Information technology and information systems

    ii)   Utility computing and grid computing

b) List any **five** candidate ethical principles that can be used to guide ethical decisions   (5 marks)

c) Explain any **five** business models that have been brought about by internet technologies.

(5 marks)

d) Explain any **five** characteristics of Executive Support Systems   (5 marks)

e) Technology alone does not lead to competitive advantage within organizations. Support this statement with a brief discussion   (5 marks)

f) Business world-over are increasingly investing in telecommunications and networks. List any **five** business value impacts of the telecommunications and networks   (5 marks)

QUESTION TWO (20 MARKS)

a) Success of information systems is determined by a number of issues within an organization. In your own words, describe any **five** such factors and explain how they affect information systems   (10 marks)

b) In your own words, explain any **five** reasons why information systems need special protection from destruction, error, and abuse   (10 marks)

QUESTION THREE (20 MARKS)

a) Discuss any **five** technology drivers of IT infrastructure evolution   (10 marks)

b) Many firms nowadays opt to outsource IT infrastructure rather than developing them from scratch in their firms. In your own words, discuss any **five** challenges of outsourcing

          (10 marks)

QUESTION FOUR (20 MARKS)

a) Discuss the **four** major types of information systems stating the level of organization served by the information system   (10 marks)

b) Many organizations nowadays store their data in databases as opposed to using traditional files. Describe in your words, any **five** problems associated with the traditional file environment.

          (10 marks)

QUESTION FIVE (20 MARKS)

a) Discuss any **two** enterprise applications. Include the business value of the application and challenges encountered when implementing them   (10 marks)

b) Many large companies and non-profit organisations have already realized the importance of knowledge management. However, there are various challenges that continue to hamper knowledge management within organizations. In your own words, describe any such **five** challenges   (10 marks)

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