

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR III SEMESTER I EXAMINATION FOR THE DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY**

**HBT 2301: MANAGEMENT INFORMATION SYSTEMS**

**DATE: DECEMBER 2018 TIME: 2 HOURS**

INSTRUCTIONS: Answer question one and any other two questions.

QUESTION ONE (COMPULSORY)

a. Define the following terms.

i. Management

ii. MIS

iii. Knowledge worker. (3 marks)

b. Information used in business can be classified into three types. Discuss them using appropriate examples. (6 marks)

c. Explain any five desirable qualities of information. (5 marks)

d. Give the functions of the following enterprise applications.

i. MIS

ii. ERP

iii. CRM

iv. DSS (8 marks)

QUESTION TWO

a. Briefly explain the functions of management in an organization. (5 marks)

b. Explain any five characteristics of a standard MIS that is computerized. (5 marks)

c. ERP are becoming very common in business organizations.

i. Discuss any five core business operations that they support. (5 marks)

ii. State any five advantages of ERP. (5 marks)

QUESTION THREE

a. Compare and contrast the following systems as used in information system management.

i. Knowledge management systems (KMS)

ii. Office Automation systems (OAS)

iii. Executive information systems (EIS) (9 marks)

b. Distinguish between programmed and non-programmed decision support systems (DIS)

(2 marks)

c. State and explain the benefits of DS to an organization’s manager. (5 marks)

d. Systems are made of various component that none together to achieve a given objective. Discuss the components of DSS. (5 marks)

QUESTION FOUR

a. State and explain the phases involved in Business continuity Planning. (BCP).

(5 marks)

b. How can information systems be utilized in the process in question 4(a) above.

(5 marks)

c. Briefly discuss the SDLC phases of any information system. (5 marks)

QUESTION FIVE

a. Using a diagram, discuss the varying information needs in an organization based on the organization structure. (8 marks)

b. State the type of information systems that can be used to address the information needs, stated above in question five (a). (12 marks)