



CPA PART II SECTION 4

CS PART II SECTION 4

CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 25 May 2018.

Time Allowed: 3 hours.

Answer any FIVE questions.

ALL questions carry equal marks.

**QUESTION ONE**

- (a) Distinguish between the following types of e-commerce:
- (i) "Social e-commerce" and "local e-commerce". (4 marks)
  - (ii) "Mobile e-commerce" and "consumer-to-consumer e-commerce". (4 marks)
- (b) Citing four unique features of e-commerce, explain the significance of each feature to a business. (8 marks)
- (c) Describe the term "e-distributor" as used in e-commerce. (2 marks)
- (d) Distinguish between "digital cash" and "virtual currency" as used in digital payments. (2 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Differentiate between the following terminologies as used in management information systems:
- (i) "Green computing" and "cloud computing". (4 marks)
  - (ii) "Loss of infrastructure" and "denial of service". (4 marks)
- (b) Describe three problems of the systems development lifecycle (SDLC) model of developing information systems. (6 marks)
- (c) Connect Ventures Ltd. has recently embraced Information Communication Technology (ICT) governance as one of its key strategic policies.

**Required:**

Identify six benefits Connect Ventures Ltd. might enjoy from embracing ICT governance in the organisation. (6 marks)  
**(Total: 20 marks)**

**QUESTION THREE**

- (a) Using examples, analyse three benefits of telecommunication networks in business. (6 marks)
- (b) Summarise five steps of the transaction processing cycle in a transaction processing system. (5 marks)
- (c) Discuss six essential accounting information systems used in business. (6 marks)
- (d) Explain three roles of enterprise collaboration systems in business. (3 marks)
- (Total: 20 marks)**

#### QUESTION FOUR

- (a) The ICT Manager of Usalama Ltd. is concerned about the security of the organisation's information. He has proposed that all the current passwords be changed into more secure passwords.

**Required:**

Highlight six guidelines that must be followed to ensure that the new passwords cannot be easily cracked. (6 marks)

- (b) You have been asked to prepare a document on disaster recovery.

**Required:**

In the context of Information Communication Technology (ICT) risk management, propose three items that you would include in the document. (6 marks)

- (c) Ufanisi Ltd. is a newly established organisation. The company is planning to network all the computers and has sought advice from the IT Consultant. The Consultant has advised Ufanisi Ltd. to set up a peer-to-peer network and later on convert to client-server network.

**Required:**

Justify the advice given by the IT Consultant. (8 marks)

**(Total: 20 marks)**

#### QUESTION FIVE

- (a) Explain three roles of management during the development of an information system in an organisation. (6 marks)

- (b) Highlight three types of financial costs that an organisation might incur due to non compliance to Information Communication Technology (ICT) standards. (3 marks)

- (c) Suggest four reasons why it is necessary for an organisation to backup its data. (4 marks)

- (d) (i) Explain the term "database mirroring" as used in information systems. (1 mark)

- (ii) Evaluate three benefits an organisation might derive from database mirroring. (6 marks)

**(Total: 20 marks)**

#### QUESTION SIX

- (a) Organisations and Information Communication Technology (ICT) professionals are required to comply with legal framework when introducing and using information systems. In addition, there will normally be a code of practice.

**Required:**

- (i) Citing a suitable example, explain the term "code of practice". (3 marks)

- (ii) Examine two ways in which institutions and societies promote professionalism for individuals within the ICT industry. (4 marks)

- (b) Describe the nature of each of the following reports generated by a Management Information System (MIS):

- (i) Push reports. (2 marks)

- (ii) Exception reports. (2 marks)

- (c) Lynnet Wanjiru has been presented with the following features of an information system:

- High security.
- Interactive.
- Network connections, email access, face book.
- Access to internal and external data.
- Modelling and analysis capability.
- Drill up and down.
- What-if analysis.
- Ad hoc reports.

**Required:**

- (i) Identify the information system described above. (1 mark)
- (ii) Suggest the level in management where the system identified in (c)(i) above is applied. (1 mark)
- (iii) Highlight five benefits of the system identified in (c)(i) above to an organisation. (5 marks)
- (d) Debrix Company has installed a biometric system to control access to its offices.

**Required:**

Highlight two examples of biometric data that could be used in such a system. (2 marks)  
**(Total: 20 marks)**

**QUESTION SEVEN**

- (a) Distinguish between “a multiplexer” and “a front-end processor”. (2 marks)
  - (b) Analyse four major characteristics of a local area network. (4 marks)
  - (c) Examine three functions of an Information Communication Technology (ICT) centre towards end-user computing. (3 marks)
  - (d) Explain five challenges that might hinder the successful alignment of information systems to the organisation’s corporate strategy. (5 marks)
  - (e) Suggest six measures that employers could put in place to deal with internet abuse at the workplace. (6 marks)  
**(Total: 20 marks)**
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