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CPA PART II SECTION 4

CS PART II SECTION 4

CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 3 September 2021.   **Time Allowed: 3 hours.**

Answer any FIVE questions.   **ALL questions carry equal marks.**

QUESTION ONE
(a)   Discuss the following types of systems in an organisation:

   (i)   Transaction processing systems (TPS).   (2 marks)

   (ii)   Management Information Systems (MIS).   (2 marks)

   (iii)   Decision Support System (DSS).   (2 marks)

   (iv)   Executive Support System (ESS).   (2 marks)

(b)   (i)   Examine three communication technologies that mobile devices could be enabled to use in an organisation.   (6 marks)

   (ii)   Outline two limitations of using mobile devices in an organisation.   (2 marks)

(c)   Distinguish between "hardware" and "software" in relation to management information systems.   (4 marks)
                                                                                      (Total: 20 marks)

QUESTION TWO
(a)   Using an expert system involves an interactive computer based session in which the solution to a problem is explored with the expert system acting as a consultant to an end-user.

   Required:
   (i)   Outline three benefits of an expert system.   (3 marks)

   (ii)   Highlight three limitations of an expert system.   (3 marks)

   (iii)   Explain five application areas of expert systems in business.   (5 marks)

(b)   Discuss the following types of databases:

   (i)   Operational databases.   (2 marks)

   (ii)   Distributed databases.   (2 marks)

   (iii)   External databases.   (2 marks)

(c)   Examine three limitations of traditional file processing approaches to data management.   (3 marks)
                                                                                      (Total: 20 marks)

QUESTION THREE

(a)   Many organisations have created a senior management position referred to as the chief information officer (CIO) to oversee the use of Information Technology (IT).

With reference to the above statement, highlight three main responsibilities of a chief information officer.

(6 marks)

(b)   Discuss three dimensions of information resource management (IRM).   (6 marks)

(c)   (i)   Explain four activities that encompass risk planning.   (4 marks)

         (ii)   Outline four major dimensions of the job of managing global information technology.   (4 marks)

(Total: 20 marks)

QUESTION FOUR

(a)   Discuss four features of a data warehouse.   (8 marks)

(b)   The type of backup device may vary depending on the size of business, the available budget and the importance of data.

Citing a reason for your answer, identify the backup device that you would recommend for:

         (i)   Personal usage.   (2 marks)

         (ii)   Small businesses.   (2 marks)

(c)   Explain how the following technology trends could raise ethical issues:

         (i)   Profiling.   (2 marks)

         (ii)   Advances in data storage techniques.   (2 marks)

         (iii)   Advances in data analysis techniques.   (2 marks)

         (iv)   Non-Obvious Relationship Awareness (NORA).   (2 marks)

(Total: 20 marks)

QUESTION FIVE

(a)   Describe four typical scenarios when you would recommend the use of Rapid Application Development (RAD) model in system development.   (8 marks)

(b)   Agnes Mwanzia heard her classmates talk about e-Business but she was not able to distinguish it from e-commerce.

         (i)   Distinguish between "e-Business" and "e-Commerce".   (4 marks)

         (ii)   Highlight four benefits of e-Business to a firm.   (4 marks)

(c)   Explain four ways in which digital marketing could help a business to grow.   (4 marks)

(Total: 20 marks)

QUESTION SIX

(a)   Evaluate four unethical behaviours that are likely to be exhibited by a network administrator in an organisation.

(8 marks)

(b)   In each of the following cases, suggest two controls that would be used to minimise or eliminate cases of computer misuse that are likely to occur in a typical organisation:

         (i)   An employee secretly changes user privileges for a database.   (2 marks)

         (ii)   An employee uses a different account to view the contents of a database.   (2 marks)

(c)   Chetrum organisation is contemplating acquisition of a new management information system.

Required:
Explain three factors that could be considered for a successful technological change.   (6 marks)

(d) A college has acquired a system that imitates human tutors. This enables students to learn by getting answers from the system which they would normally get from the tutor.

Required:
Give two advantages of this system. (2 marks)

(Total: 20 marks)

QUESTION SEVEN

(a) Jane Nyakio has advised the managers of Rubio Company to purchase a tailor-made management information system.

Required:
Explain three reasons for her advice. (6 marks)

(b) Different methods could be adopted during the conversion phase from a manual system to a management information system.

Required:
Discuss three such methods. (6 marks)

(c) Differentiate between "information communication technology (ICT) governance" and "information communication technology management". (4 marks)

(d) Latemi company management encourages employees to bring their own devices (BYOD) such as laptops and tablets for use in office work.

Required:
Suggest four possible challenges of this trend. (4 marks)

(Total: 20 marks)

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