



## **GARISSA UNIVERSITY COLLEGE**

*(A Constituent College of Moi University)*

**UNIVERSITY EXAMINATION 2016/2017 ACADEMIC YEAR ONE  
SECOND SEMESTER EXAMINATION**

**SUPPLEMENTARY/SPECIAL EXAM**

**SCHOOL OF COMPUTER AND INFORMATION SCIENCES**

**FOR THE DIPLOMA IN INFORMATION TECHNOLOGY**

**COURSE CODE: DIT 010**

**COURSE TITLE: MANAGEMENT INFORMATION SYSTEM**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 25/09/17**

**TIME: 02.00-05.00 PM**

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### **INSTRUCTION TO CANDIDATES**

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

**This paper consists of THREE (3) printed pages**

*Supplementary / special exam\_*

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***please turn over***

*Good Luck – Exams Office*



### QUESTION ONE (COMPULSORY)

- (a) Define management information system and explain the component that constitutes management information system **[5 marks]**
- (b) Explain four reasons why information systems are so important for business today **[6 marks]**
- (c) Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment **[5 marks]**
- (d) Explain the role of the following information system in an organization **[9 marks]**
  - i. Expert system
  - ii. Knowledge management system
  - iii. Office automation system

### QUESTION TWO

- (a) Identify and describe the three levels of the organizational hierarchy. Which types of information systems serve each level **[6 marks]**
- (b) Explain the information systems serving each of the major functional areas of a business **[9 marks]**

### QUESTION THREE

- (a) Define a prototype and explain Three situations that necessitate the application of prototypes in system development **[6 marks]**
- (b) Building an information system follows a systematic process. Explain the generic activities involved in the development of an information system **[9 marks]**

### QUESTION FOUR

- (a) Explain five ethical issues arising from adoption of information system in an organization **[5 marks]**
- (b) Threats targeting information systems in an organization has increased in sophistication and in numbers. Identify five types of attacks and the security measures an organization can implement to safeguard their information system **[10 marks]**



## QUESTION FIVE

Emerging technologies have a disruptive impact if implemented in the business. Explain the following emerging technologies

- i. Mobile computing [5 marks]
- ii. Cloud computing [5 marks]
- iii. Tele conferencing [5 marks]

## QUESTION SIX

- (a) Explain the following types of decisions [4 marks]
  - i. Structured decisions
  - ii. Unstructured decisions
- (b) Explain the role of information system in decision making process [5 marks]
- (c) Explain the following information system [6 marks]
  - i. Supply chain management
  - ii. Enterprise Resource Planning
  - iii. Customer Relation Management

