



PAN AFRICA CHRISTIAN UNIVERSITY

**BACHELOR OF BUSINESS INFORMATION TECHNOLOGY,
BACHELOR OF COMMERCE AND
BACHELOR OF BUSINESS LEADERSHIP**

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BUS3223 | BCM305 | BIT407 | DLM102

CAMPUS: ROYSAMBU

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM DATE: FRIDAY, 7TH APRIL 2017

TIME: 17:30 – 20:30HRS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer ALL questions in Section **A** and any other FOUR questions in Section **B**.
- Write only your **student number** on the answer booklet provided.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A: (Answer ALL questions in this section)

QUESTION 1:

- I. Define the following terms as used in information systems: [4 Marks]
- a. i) Organization
 - b. ii) Information System
 - c. iii) Electronic Data Interchange
 - d. iv) Business processes
- II. Explain two fundamental roles of Information System in business organization. [2 Marks]
- III. "It is often said that the application of Information Technology "flatten" organization structure." Justify this statement. [2 Marks]
- IV. Explain two categories of e-Commerce. [2 Marks]
- V. Describe the following:
- a. Denial-of-Service Attacks
 - b. Spoofing and sniffing [3 Marks]
- VI. Discuss three roles of a database administrator in an organization. [3 Marks]
- VII. Describe the four phases of decision making according to Simon's (1960) decision making model. [4 Marks]
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SECTION B: (Answer any FOUR (4) questions in this section)

QUESTION 2:

- a) With the aid of diagrams, describe two types of Local Area Network topologies. [6 Marks]
- b) Certain employees will always be placed in positions of trust, for example senior systems analysts, database administrators and information systems security managers. Such employees can, therefore, compromise the security of information systems if they so wish.
- i) Define the term security. [2 Marks]
- ii) Identify two information system security threats faced by the employees. [2 Marks]
- iii) Explain three control measures that an organization should institute over these employees and guarantee the security of the information systems. [6 Marks]
- c) Discuss four components of Decision Support System. [4 Marks]

QUESTION 3:

- a) Explain five moral dimensions of information systems. **[5 Marks]**
- b) Describe the six attributes of quality information. **[6 Marks]**
- c) Information systems used at different levels differ in their nature. Identify and explain three levels with appropriate types of Information System. **[9 Marks]**

QUESTION 4:

- a) Distinguish between the following: **[6 Marks]**
 - i) Batch processing mode and online transaction processing mode
 - ii) Local Area Network and Wide Area Network
 - iii) Data and information
- b) Describe the following candidate ethical principles: **[6 Marks]**
 - i) Descartes' rule of change
 - ii) Utilitarian Principle
 - iii) Immanuel Kant's Categorical Imperative
- c) Explain four advantages and four disadvantages of computer networks to an organization. **[8 Marks]**

QUESTION 5:

- a) Describe the supply chain processes. **[5 Marks]**
- b) Explain four Mintzberg's classification of organizational structure. **[8 Marks]**
- c) Using Porter's value chain model an organization may have an edge over its competitors. Justify ? **[7 Marks]**

QUESTION 6:

- a) Describe two economic theories related to Information systems in organization. **[4 Marks]**
- b) Explain three advantages of using DBMS in an organization. **[6 Marks]**
- c) Discuss the following types of electronic payment systems: **[6 Marks]**
 - i) Digital Wallets
 - ii) Electronic billing presentment and payment systems
 - iii) Accumulated balance digital payment systems

d) Using examples, differentiate between system analysis and system design.

[4 Marks]

QUESTION 7:

a) The business Information Technology planning process focuses on discovering innovative approaches to satisfying an organization's customer and business value goals. Explain three components of business IT planning process. **[6 Marks]**

b) A financial services company has been developing and maintaining in-house relational database systems for many years. It has an IT Department with a staff of 20 which include staff that perform database development and database administration activities. Current applications that the IT Department Support include a personnel database system, which keeps details of staff and training, and a customer database system, which keeps details of the company's major customers and the company products which they purchase. The company is interested in the development of a data warehouse.

i) Define the term data warehouse.

[1 Mark]

ii) Outline three benefits the company will gain from this data warehouse.

[3

Marks]

iii) You have been asked to assess the feasibility of developing this data warehouse.

Discuss five factors considered toward this data warehouse.

[10 Marks]