

PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY

SPECIAL EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY

COURSE CODE: DICT0123

COURSE TITLE: SYSTEMS ANALYSIS AND DESIGN

CAMPUS: ROYSAMBU

EXAM DATE: XXX, **xxx/AUGUST,2020**

TIME: **XXXXXX**

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer any Four questions .
- Write only your **student number** on the answer booklet provided.

SECTION A
(Answer any four questions)

Question 1:

a) Feasibility study, done to evaluate the viability of IS project, is never over. Explain this statement. **[2 Marks]**

b) Mary read the following features of an information system. Use it to answer the questions that follow.

- *Access to internal and external data*
- *What-if analysis*
- *Ad hoc queries*
- *Drill down*
- *Project tracking*
- *Colour business graphics*
- *Network connection , e-mail access*
- *High security*

i) Identify the information system described above. **[2 Marks]**

ii) Identify the level in management where it is applied. **[2 Marks]**

iii) Explain two functions of this system to an organization. **[4 Marks]**

Question 2:

a) Alice intends to carry out system testing with users in order to ascertain that it meets their requirements. She prefers to release trial versions to users in order to achieve her objective.

i) Explain the type of testing strategy employed by Alice. **[2 Marks]**

ii) Describe two drawbacks of the strategy explained in (i). **[4 Marks]**

b) XYZ College intends to implement a new information system in stages for all its branches in Kenya. Assume you are hired as a systems analyst:

Identify the most appropriate changeover strategy that you could use justifying your answer. **[4 Marks]**

Question 3:

a) Kenfin Ltd is a medium size commercial bank having branches in major towns in Kenya. The bank provides over the counter services and is planning to introduce online banking services. The online banking services will enable the bank to centralize some information processing systems while decentralizing others. You are the project manager overseeing the implementation of the online banking services project.

i) Explain the information systems services that you would recommend to be centralized or decentralized. Justify your answer citing any assumptions made. **[6 Marks]**

ii) Describe two key risks that may affect the duration or the cost of the project.

[4 Marks]

Question 4:

a) It is possible for systems analysis involved in the introduction of new or upgraded computer systems to encounter resentment and opposition from existing employees. This may take many forms from outright opposition to active hostility toward the new system during fact finding interviews. Outline four reasons for employees to react in this manner. **[4 Marks]**

b) When invoicing customers, the invoice clerk has to work out the discounts allowable on each order. Any order over Ksh.200 attracts a "bulk" discount of 7.5%. A customer within the trade is allowed 15% discount irrespective of the size of the order. There is also a special 5% discount allowed for any customer who has been ordering regularly for over 2 years. Construct a decision table to illustrate the management's policy.

[6

Marks]

Question 5:

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The table below shows the activities undertaken when constructing a perimeter fence around Kitua Hotel. Use it to answer the question that follows.

Activity	Preceding activity	Time in days
A	-	8
B	-	10
C	-	6
D	A, B	8
E	B, C	9
F	C	14
G	D, E	14
H	F, G	6

- i) Develop a network diagram to represent the execution of the activities. **[7 Marks]**
- ii) Determine the critical path. **[3 Marks]**

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