

PAN AFRICA CHRISTIAN UNIVERSITY

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DBM0117/DLM107

CAMPUS: ROYSAMBU

COURSE TITLE: MANAGEMENT INFORMATION SYSTEM

EXAM DATE: , DEC 2024

TIME: START HOUR – END 18:00-21:00 HRS

INSTRUCTIONS

- This exam carry a total of SIX Questions of [10 Marks Each]
- Section One (I) is compulsory.
- Answer any 3(Three) Questions from Section Two (II)
- Read all questions carefully before attempting.

Section One (I) 10 Marks.

Question One - Compulsory:

- a) It has been indicated in some quarters that any organization that will ignore IT will basically not survive, which I believe you also agree with. Discuss the strategic roles of IT in organization and business firms today **[5 Marks]**
- b) Explain FIVE key management challenges relating to the use of information systems within organizations **[5 Marks]**

Section Two Answer any 3 questions

QUESTION TWO [10 marks]

- a) Elaborate on any five key threats to information systems **[5 Marks]**
- b) Explain any five approaches that may be employed to secure information systems **[5 Marks]**_____

QUESTION THREE 10 Marks:

- c) Describe any TWO factors that one needs to consider in the selection and acquisition of a Management Information System **[2 Marks]**__
- d) State and explain any three issues you would consider before implementing a computerized information system in any organization that has been running a manual system since inception **[8 Marks]**__

QUESTION FOUR 10 Marks:

- a) Using porter's competitive forces model explain how company's use information systems to achieve competitive advantage **[5 Marks]**
- b) Describe the business value that an organization like Equity bank can get by purchasing a supply chain management system (SCR) and customer relationship management system (CRM). **[5 Marks]**

QUESTION FIVE 10 Marks:

Pac Institute would like to acquire an Information system. The Management board decides to outsource

- a) Define the term 'outsourcing 'and explain THREE benefits and THREE possible drawbacks of outsourcing the development of information system from an external organization **[6Marks]**
- b) Discuss any TWO goals that Pac Institute would like to accomplish through deploying a Management Information System **[4 Marks]**

QUESTION SIX 10 Marks:

Different levels of management need different forms of information.

- a) List THREE levels of management **[1 Mark]**
- b) Discuss the types of systems and information required in the above **[6 Marks]**
- c) Discuss the types of decisions that are made at the levels listed **[3 Marks]**

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