



PAN AFRICA CHRISTIAN UNIVERSITY

(BCM305 | BUS3223 | BIT 301)

END OF SEMESTER EXAMINATION MAY-AUGUST 2020

MODE OF STUDY:	ONLINE
DEPARTMENT:	BUSINESS
COURSE TITLE:	MANAGEMENT INFORMATION SYSTEMS
EXAM DATE:	TUESDAY, 18TH AUGUST 2020
TIME:	START HOUR – END 18:00-21:00 HRS
DURATION:	3 HOURS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other Three 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 Compulsory

- a) Highlight any four different components that constitute a Management Information System. **(4 Marks)**
- b) Discuss three different vulnerability aspects and challenges associated with Management Information Systems **(6 Marks)**

SECTION B: (Answer any THREE (3) questions in this section)

QUESTION 2

- a) Highlight the two main types of networks and their applicability in business **(2 marks)**
- b) Discuss the various types of business process automation: **(4 marks)**
- c) Outline the two main approaches to data classification: **(4 marks)**

QUESTION 3

- a) Discuss the role of business analytics in supporting decision making. **(3 Marks)**
- b) Highlight the three layers in the tier architecture of an Enterprise Resource Planning (ERP) system **(3 Marks)**
- c) Briefly explain two categories of Information Systems software and give examples of each **(4 Marks)**

QUESTION 4

- a) Outline the three main phases of the decision making process in business. **(6 Marks)**
- b) Discuss the impact that Information Systems have on decision making **(4 marks)**

QUESTION 5

- a) The list below identifies various categories of information systems. Explain the application of each system:
 - i. Transaction Processing Systems. **(2 Marks)**
 - ii. Knowledge Work Systems (KWS). **(2 Marks)**
 - iii. Office Automation Systems. **(2 Marks)**
- b) Give four examples of information systems at the work place. **(4 Marks)**

QUESTION 6

You have just joined a company on a new job and noticed that the department you've been deployed into does most of its operations manually. There are hardly any Information Systems in place that enable the conduct of business operations. You are expected to discuss with the management of the organization all that is needed to automate all the operations of the department. You anticipate that there will be problems related to the automated process.

- a) Discuss two problems associated with automating business activities would you highlight to the management **(4 Marks)**
- b) Explain three strategic roles the new Information System will play to your department **(6 Marks)**

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