

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



PAN AFRICA CHRISTIAN UNIVERSITY

BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY

COURSE CODE: BIT 301/DENT 0124

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM DATE: December, 2021

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 calculator permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A

(Answer ALL questions in this section)

SECTION A

QUESTION ONE

- a) The Internet may not make corporations obsolete, but the corporations will have to change their business models. Discuss **[6 Marks]**

- b) Using example, critique the following statement "If businesses used DSS, GDSS, and ESS more widely" **[4 Marks]**

SECTION B [Answer any THREE questions]

QUESTION TWO.

- a) Using suitable examples, explain how Internet affects consumer and supplier relationships **[4 Marks]**
- b) Describe how business intelligence and business analytics help companies refine their business strategy **[6 Marks]**

QUESTION THREE

Case Study:

Smartphone impact is massive and a microcomputer in your hand. Security on the Android platform is much less under Google's control because it has an open app model. Google does not review any of the apps for the Android platform, but instead relies on technical hurdles to limit the impact of malicious code, as well as user and security expert feedback. Google apps run in a "sandbox," where they cannot affect one another or manipulate device features without user permission. Android apps can use any personal information found on an Android phone but they must also inform the user what each app is capable of doing, and what personal data it requires. Google removes from its official Android Market any apps that break its rules against malicious activity. One problem: users may not pay attention to permission requests and simply click "Yes" when asked to grant permissions. Beyond the threat of rogue apps, smartphones of all stripes are susceptible to browser-based malware that takes advantage of vulnerabilities in

all browsers. In addition, most smartphones, including the iPhone, permit the manufacturers to remotely download configuration files to update operating systems and security protections. Unfortunately, cryptologists in 2010 discovered a flaw in the public key encryption procedures that permit remote server access to iPhones. The result: "There is absolutely no reason for an iPhone/ iPod to trust root Certificate Authorities which are the Chapter 7: Securing Information Systems 249 250 Part II: Information Technology Infrastructure foundation for public key encryption of files for over the-air mobile configuration downloads." So far there have been few publicly identified, large-scale, smartphone security breaches. In 2011, the biggest security danger facing smartphone users is that they will lose their phone. In reality, all of the personal and corporate data stored on the device, as well as access to corporate data on remote servers, are at risk.

Required: From the above Case study, answer the following questions

i) It has been said that a smartphone is "a microcomputer in your hand." Discuss the security implications of this statement. **[3 Marks]**

iii). Determine cases of people, organizational, and technology issues that must be addressed by smartphone security **[4 Marks]**

iii). Evaluate any **THREE** problems that the smartphone security weaknesses cause for businesses **[3 Marks]**

QUESTION FOUR

a) Supply chain management is less about managing the physical movement of goods and more about managing information. Discuss the implications of this statement.

[5 Marks]

b) If a company wants to implement an enterprise application, it had better do its homework. Analyze the implications of this statement. **[5 Marks]**

QUESTION FIVE

a) Describe various ways that knowledge management systems could help firms with sales and marketing or with manufacturing and production. **[6 Marks]**

b) Briefly explain **FOUR** factors that influence project risk and describe strategies for minimizing project risks. **[4 Marks]**

QUESTION SIX

a) Discuss the role of business end users and information system professionals in developing a system solution. **[5 Marks]**

b) Differentiate between prototyping or end-user development **[2 Marks]**

c) Critique the statement "It has been said that systems fail when systems builders ignore "people" problems" **[3 Marks]**