

Name: _____ Index No: _____

2920/302
MANAGEMENT INFORMATION SYSTEMS
July 2015
Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY
MODULE 1

MANAGEMENT INFORMATION SYSTEMS
3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.
Sign and write the date of examination in the spaces provided above.
Answer any **FIVE** of the **EIGHT** questions in this paper in the spaces provided.
Candidates should answer the questions in English.

For Examiner's Use Only

Questions	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

This paper consist of 16 printed pages.

Candidates should check the questions paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) Distinguish between *technical approach* and *social-technical approach* as used in management information systems. (4 marks)

(b) During a management information systems lesson Mr. Kibe discussed different ways in which decision support systems support managers. Explain **three** such ways that could have been mentioned. (6 marks)

(c) Explain **three** reasons that would cause an organization adopt cloud-computing technology in its operations. (6 marks)

(d) Distinguish between *structured* and *unstructured* decisions as applied in management. (4 marks)

2. (a) Outline **four** benefits of group decision support systems (GDSS). (4 marks)

(b) Lynn chose to use the *direct procurement method* to purchase a management information system. Explain **three** reasons that could have influenced her choice. (6 marks)

(c) Explain **three** types of information systems maintenance methods. (6 marks)

(d) Differentiate between *business process re-engineering* and *total quality management* as used in management information systems. (4 marks)

3. (a) Outline **four** characteristics of *information society* as applied in management information systems. (4 marks)

(b) Describe each of the following types of information systems:

(i) office automation system;

(2 marks)

(ii) executive support system.

(2 marks)

(c) Theca Company intends to purchase a *real time transaction process system* for its operations. Explain **three** features that they should consider in the selection.

(6 marks)

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- (d) Different methods could be adopted during the file conversion phase from a manual system to a computerized system. Explain **three** such methods. (6 marks)

4. (a) Explain **two** circumstances that would force a manager to use an *open decision* making method. (4 marks)

- (b) Differentiate between *copyright* and *intellectual property* as used in information systems ethics. (4 marks)

- (c) Chute Company has installed an e-payment system for its operations. Explain **three** security control measures that should be put in place. (6 marks)

- (d) ABC Company has installed an information system to gain a competitive advantage over its competitors. Explain **three** ways the system would assist the company. (6 marks)

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5. (a) Putty Companies have installed a global positioning system (GPS) in their fleet of vehicles. Explain **two** benefits of this system to the company. (4 marks)

(b) Jude Company intends to train its users on a newly introduced management information system. Explain **three** reasons for this move. (6 marks)

(c) Differentiate between *spoofing* and *sniffing* as applied in computer systems security.

(4 marks)

(d) Crisper intends to write a report on the causes of management information systems failure in an organization. Explain **three** such factors that he could include in the paper.

(6 marks)

6. (a) Outline **four** benefits of *work breakthrough structure* as a project management technique. (4 marks)

(b) Juke Company, which deals with the production of music and films, is faced with a high rate of piracy. Explain **three** measures that they could put in place to solve the problem.

(6 marks)

Lined area for writing the answer to question (b).

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(c) Explain **two** circumstances that would cause an organization to outsource some of its services.

(4 marks)

Lined area for writing the answer to question (c).

- (d) Marcela Company installed the Internet component in its management information system. Explain **three** ethical issues that the company should sensitize its users on. (6 marks)

7. (a) Outline **four** characteristics of *strategic decisions* as used in management information systems. (4 marks)

- (b) Distinguish between *deterministic* and *probabilistic* systems as applied in management information systems. (4 marks)

- (c) Josh, the systems analyst for Kiombi Company, intends to install a computer based information system. Explain **three** components of this kind of system. (6 marks)

- (d) Explain **three** characteristics of MIS information. (6 marks)

8. (a) Jane, has advised the managers for Rubio Company to purchase a *tailor made* information system. Explain **three** reasons for her advice. (6 marks)

- (b) Ruby has been presented with 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 connections, e-mail access*
- *High security*

- (i) Identify the information system described above; (1 mark)

- (ii) Identify the level in management where it is applied; (1 mark)

(iii) Outline **two** functions of this system to an organization.

(2 marks)

(c) Jota Supermarket has installed an enterprise resource planning system (ERP) for its operation. Explain **three** benefits of this system to the supermarket.

(4 marks)

(d) Jack Company has incorporated artificial intelligence systems in its operations. Explain **three** benefits of this system to the company.

(6 marks)
