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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2016/2017 ACADEMIC YEAR
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY**

DBT 004 - INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

Date: 12th August, 2016.
Time: 3.30pm – 5.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in Business Information systems. (10 Marks)
- b) State and explain any three challenges of creating and managing a good IT infrastructure include. (6 Marks)
- c) Using a diagram, discuss the functions of information systems. (10 Marks)
- d) State and explain any two challenges presented by new systems and the changes they bring. (4 Marks)

QUESTION TWO (20 MARKS)

- a) “Increasing User Involvement and Overcoming User Resistance” is a phrase used in business information systems, discuss this statement. (4 Marks)
- b) “Information Technology contributes to strategic management in many ways” discuss any five of these ways? (10 Marks)
- c) State and explain any three reasons as to why we should embrace information systems? (6 Marks)

QUESTION THREE (20 MARKS)

- a) Michael Porter's five forces model helps determine the competitive intensity and therefore attractiveness of a market. Discuss this. (10 Marks)
- b) Discuss any five major components of an Information System. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss any four types of Information systems. (16 Marks)
- b) Differentiate between information technology and information systems. (4 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss some of the challenges and solutions to developing and implementing enterprise systems. (15 Marks)
- b) List three positive and two negative societal effects of the increased use of information technology. (5 Marks)