

UNIT CODE: KBA 2101
UNIT TITLE: BUSINESS INFORMATION TECHNOLOGIES

QUESTION ONE (30 MARKS)

- a) Define I.T. infrastructure from both a technology and a services perspective. Which services does I.T. infrastructure comprise? **(4 Marks)**
- b) What are some of the new roles business information systems are playing in organizations? **(6 Marks)**
- c) What features do organizations have in common **(5 Marks)**
- d) What is the role of I.T. in strategic management **(3 Marks)**
- e) Explain the key technological trends that heighten ethical concern in business **(6 Marks)**
- f) Information is required both for strategic decision making and for operational purposes. Explain, with examples, how strategic information differs from operational information. **(4 Marks)**
- g) In general terms, how developments in Information Technology have altered the Business Information Systems that support decision making. **(2 Marks)**

QUESTION TWO (20 MARKS)

- a) What is a group decision support system? **(4 Marks)**
- b) How can a transaction processing system help an organization's strategic-level planning? **(8 Marks)**
- c) Discuss the changes in the business environment brought about by technology in the last five years **(8 Marks)**

QUESTION THREE (20 MARKS)

- a) Discuss the benefits and challenges of enterprise systems and explain why a firm would want to build one. **(10 Marks)**
- b) How can a transaction processing system help an organization's strategic-level planning? **(4 Marks)**
- c) Briefly explain the role of computers/information technology in a business information system. **(6 Marks)**

QUESTION FOUR (20 MARKS)

- a) Which of the four major types of business information systems do you think is the most valuable to an organization? Explain your choice. **(8 Marks)**
- b) Discuss the three domains under which a person's behaviour falls at the moment of truth **(6 Marks)**
- c) Define the term ethical dilemma and discuss the ethical dilemmas in an information society **(10 Marks)**

QUESTION FIVE (20 MARKS)

- a) What is a system threat? **(2 Marks)**
- b) Business Information systems are vulnerable to several threats. Explain the different common threats against contemporary Information systems **(8 Marks)**
- c) Business Information systems (IS) have always been regarded as enablers for organizational transformation in ways that systems help in jobs automation, information processing and provide useful input for decision making. Discuss this statement in reference to decision making process in an organization. **(10 Marks)**