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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE BACHELOR OF BUSINESS & INFORMATION TECHNOLOGY
KBA 2101 – BUSINESS INFORMATION TECHNOLOGY

Date: 11TH April 2024
Time: 2:30PM – 4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

At a bustling café, a newly implemented information system aims to streamline core business operations. The system comprises a central server housing the café management application for sales and accounting. An administrative computer is utilized by the café manager, while handheld devices, connected via Wi-Fi technology to the server, are issued to the servers. Servers use these devices equipped with point-of-sale software and touch screens to swiftly and accurately take orders. Once orders are taken, they are instantly transmitted to the kitchen for preparation and recorded in the accounting system. When it comes time to settle a table, servers can effortlessly print invoices using one of the three printers strategically located on the café floor. This innovative system enhances customer service by expediting order delivery and invoice processing while minimizing errors. At the end of each business day, the manager can generate comprehensive reports detailing all invoices, including itemized orders, customer payments, and a list of necessary purchases based on sales data.

- How can the above system help users to achieve strategic business objectives? (2 Marks)
- Identify the four technology components in this case study (4 Marks)
- Describe the type of information system used at the operational level, including two key characteristics. (4 Marks)
- Describe four common goals of information technology policy in the case study. (4 Marks)
- Discuss how information technology can support the restaurant's competitive strategies. (4 Marks)
- Describe the benefits of using the internet in a restaurant. (4 Marks)
- Identify four effective security measures to reduce errors and fraud in the restaurant enterprise's system and the internet. (8 Marks)

QUESTION TWO (20 MARKS)

- Describe three key distinctions between DSS and MIS types of information systems. (6 Marks)
- Discuss How has the Internet enabled rapid growth in electronic commerce by giving a brief explanation. (6 Marks)
- Discuss four categories of information communication and technology, including those used to handle business information and facilitate communication among humans, electronic systems, and other systems. (8 Marks)

QUESTION THREE (20 MARKS)

- Describe computer-based information technology components in information Systems (6 Marks)
- Discuss an effective information and communication technology policy to meet various criteria.. (6 Marks)

- c) Discuss Four use of automated teller machines issues in relation with ethical and security concerns about information and communication technologies. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) General purpose application software's are used to perform common tasks in all organizations across all industries. Word processors are used in producing documents such as letters. Apart from word processors, discuss other FIVE categories of general-purpose application software's (5 Marks)
Define the following:
- i) Computer Hardware (1 Mark)
 - ii) Software (1 Mark)
- b) Using well labeled diagram, explain Star network topology and identify its two advantages and two disadvantages. (9 Marks)
- c) Differentiate between a Wide Area Network from a Local Area Network. (4 Marks)

QUESTION FIVE (20 MARKS)

- a) List any FOUR factors you would consider before choosing any network design. (4 Marks)
- b) Differentiate between the terms hardcopy and softcopy as used in computers (2 Marks)
- c) Describe any FOUR benefits of using internet in Business sector. (8 Marks)
- d) Discuss ICT Ethics and highlight THREE differences between ethics and morals in relation to computer (6 Marks)