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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATIONS, 2020/2021 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATIONS**  
**FOR THE DEGREE OF BACHELOR OF BUSINESS INFORMATION TECHNOLOGY**  
**KBA 2101 - BUSINESS INFORMATION TECHNOLOGIES**

Date: 14<sup>th</sup> December, 2020  
Time: 11.30am – 1.30pm

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE COMPULSORY (30 MARKS)**

- a) What is enterprise architecture? Explain its goals. (4 Marks)
- b) Explain the main difference between Intermediate ICT adoption and Advanced ICT adoption. (2 Marks)
- c) Explain reasons why information systems and technology matters in any business environment. (5 Marks)
- d) Name and explain the four levels of Information Technology Infrastructure. (6 Marks)
- e) Explain the five characteristics of a Metropolitan Area network. (5 Marks)
- f) Name the five technological categories of information communication and technologies. (5 Marks)
- g) Discuss any three ways for an individual to access the Internet in the society. (3 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the five information communication and technology categories that encompass all those technologies that enable the handling of business information and facilitate different forms of communication among human actors, between human beings and electronic systems, and among electronic systems. (10 Marks)
- b) The enterprise architecture model comprises of five architectural components. Explain. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) State and discuss any five major types of business information systems. (10 Marks)
- b) Information technology infrastructure is a set of firmware services budgeted by management and comprising both human and technical capabilities. Discuss any five of these services of IT Infrastructure in an organization. (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain different technological advancements that have had a significant impact on how businesses operate and how business users interact with prospects and customers. (10 Marks)
- b) Information technology undergoes several ethical and security issues that have arisen from the adoptions of ICT such as the application of automated teller machines (ATM). Discuss five of these ethical and security issues. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe different components of a computer-based information system. (10 Marks)
- b) When discussing information technology ethical and professional issues, the key areas are those that relate to the Attitude, Skill and Knowledge. Discuss any five of these ethical and professional issues of information technology. (10Marks)