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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2014/2025 ACADEMIC YEAR
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY
DBT 009 - CONSULTANCY IN INFORMATION

Date: 16th April, 2024.
Time: 2.30pm - 4.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Differentiate between the following terms
- i) A consultant and consultancy
 - ii) Information system and information technology
 - iii) Information and organization
- (6 Marks)
- b) You have been hired as an Information Systems consultant by Karura Company. Discuss five ways how your expertise will be of use to the organization. (10 Marks)
- c) Using a diagram, discuss the components of an Information Systems (14 Marks)

QUESTION TWO (20 MARKS)

- a) State and describe the consulting process (10 Marks)
- b) Discuss three categories of clients (6 Marks)
- c) State four possible threats to a client-consultant relationship (4 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss five characteristics of consultancy (10 Marks)
- b) Discuss five ethical challenges in Information Security (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss five reasons why a firm may engage a consultant (10 Marks)
- b) You have been hired to facilitate the change process in organization X. Discuss why people resist change (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Differentiate between research and consultancy (10 Marks)
- b) How would you describe an ethical consultant? (10 Marks)