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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE BACHELOR OF BUSINESS INFORMATION TECHNOLOGY
KBA 2101 –BUSINESS INFORMATION TECHNOLOGY

Date: 14TH December 2023
Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES
ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS
QUESTION ONE (30 MARKS)

A newly implemented information system in a hotel aims to increase the efficiency of key business activities. The hotel management application, which includes sales and accounting functions, is hosted on a central server in the system. The hotel manager uses a back-office computer, while wait staff uses handheld devices that are connected to the server via WiFi. Waiters use handheld devices with point-of-sale software and touchscreens to record customer orders quickly and accurately. The system generates printouts in the kitchen for immediate processing and updates the accounting system upon order placement. Waiters can efficiently print invoices at the end of a table's service by using one of the three printers strategically placed throughout the restaurant. This sophisticated system ensures that orders are delivered on time and that invoices are prepared correctly and improving overall customer service. At the end of each day, the manager can generate a comprehensive report that includes all invoices, itemized orders, customer payments, and a sales-based procurement list.

The implementation of this new system reduces the likelihood of errors and allows for a more streamlined operational process, which benefits both customers and employees.

a) Identify and Discuss any four Information Systems components used in this case. (4 Marks)
b) Highlight Four types of information system that is used in the above case according to the operational level and explain any two characteristics of such system. (4 Marks)
c) Discuss four common objectives of information Systems technology policies. (4 Marks)
d) Explain how information technology can be utilized to support the above restaurant`s competitive strategies. (4 Marks)
e) Explicate the positive effects of the internet used in the hotel management systems in the above case. (6 Marks)
f) Discuss four effective security management that can minimize errors and fraud in the above Hotel Management enterprise's system and internet. (8 Marks)

QUESTION TWO (20 MARKS)
a) The enterprise architecture model is made up of five architectural components. Explain at least four of these components briefly. (4 Marks)
b) Information technology infrastructure is a collection of firmware services that are budgeted by management and include both human and technical capabilities. Discuss the various IT Infrastructure services available in an organization. (4 Marks)
c) Describe the characteristics of the daisy chain type of topology. (4 Marks)

d) Discuss any four major types of information systems that most organizations use to boost their businesses today. (8 Marks)

QUESTION THREE (20 MARKS)
a) Describe at least three key differences between DSS and MIS types of information systems (6 Marks)
b) Discuss how Internet has enabled the rapid growth of electronic commerce? (6 Marks)
c) Discuss four information communication and technology categories that include all technologies that enable the handling of business information and facilitate various forms of communication among human actors, and electronic systems, (8 Marks)

QUESTION FOUR (20 MARKS)
a) Describe the various components of computer-based information technology. (6 Marks)
b) A good information and communication technology policy should be established to meet various criteria. Discuss. (6 Marks)
c) The use of automated teller machines has been fraught with ethical and security issues as a result of the adoption of ICT. Discuss. (8 Marks)

QUESTION FIVE (20 MARKS)
a) Discuss the general applications of Internet technology in the human education environment. (6 Marks)
b) Describe the requirements that a user must meet when connecting to internet technology. (6 Marks)
c) What exactly is ICT Adoption? ICT adoption has evolved into a four-stage process; state and discuss these four-stage processes of ICT adoption in society. (8 Marks)