KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
THIRD YEAR, FIRST SEMESTER EXAMINATION
FOR THE BACHELOR OF EDUCATION
(ARTS)
KCS 2100 –INFORMATION SYSTEMS MANAGEMENT

Date: 09th August 2023
Time: 8:30am – 10:30am

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

QUESTION ONE (30 MARKS)
a) Describe the basic characteristics of management information system (6 Marks)
b) Explain areas that are supported by management information system in organization (6 Marks)
c) Discuss the characteristics of quality information (6 Marks)
d) Justify the fact that Organizations need a Management Information System (6 Marks)
e) Explain any system threats that lead to the failure of an implemented MIS (6 Marks)

QUESTION TWO (20 MARKS)
a) Discuss and provide examples of how new technology/information systems could be used to give a competitive advantage to both small and large businesses (10 Marks)
b) Briefly discuss the advantages and disadvantages of choosing packaged software rather than developing customized software (10 Marks)

QUESTION THREE (20 MARKS)
a) Briefly describe the stages used in a structured systems development method with which you are familiar (10 Marks)
b) Information systems need to be designed efficiently and effectively. Describe any two methodologies you would use to achieve this (10 Marks)

QUESTION FOUR (20 MARKS)
a) Explain four types of maintenance that may be carried out on an information system (8 Marks)

b) Draw a diagram indicating how management information flows through a business organization. Identify the three main levels and the type of information and software typically used at each level (12 Marks)

QUESTION FIVE (20 MARKS)
a) Describe the functions, requisite skills and qualifications of the following roles within a large IT department:
   i) Systems analyst (4 Marks)
   ii) Database designer (4 Marks)
   iii) Network administrator (4 Marks)
b) Discuss the statement that "the implementation of information system has faced a number of challenges and destructive security threats arising from the automation of business processes (8 Marks)