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**University Examinations 2014/2015**

FOURTH YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

AND

FOURTH YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR IN PURCHASING AND SUPPLIES MANAGEMENT

AND

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY

**BIT 2119: MANAGEMENT INFORMATION SYSTEMS**

**DATE: DECEMBER 2014 TIME: 2 HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE**

1. What is information system? (3 marks)
2. Distinguish between a computer, a computer program, and an information system

(7 marks)

1. Explain the difference between data and information (5 marks)
2. Describe five technology and business trends that have enhanced the role of information systems in today’s competitive business environment (8 marks)
3. What are the characteristics of MIS? (7 marks)

**QUESTION TWO**

1. What are the key management challenges involved in building, operating and maintaining information systems today (6 marks)
2. Identify and describe the three levels of the organizational hierarchy. Which types of information systems serve each level (6 marks)
3. Explain what a business process is? (3 marks)
4. Give two examples of process for functional areas of the business and one example of a cross functional process (5 marks)

**QUESTION THREE**

1. Explain the major types of system in organization (5 marks)
2. Describe the information systems serving each of the major functional areas of a business (5 marks)
3. What are the challenges posed by the existence of various types of information systems in the enterprise (5 marks)
4. Explain how IT can act as a business pressure on organizations and also as a solution to that pressure (5 marks)

**QUESTION FOUR**

1. What are enterprise systems? (3 marks)
2. Explain how do they change the way an organization work (6 marks)
3. Why are organizations trying to integrate their business processes? (6 marks)
4. Describe any four key enterprise applications for organizations-wide process integration (5 marks)

**QUESTION FIVE**

1. What is the role of knowledge management systems in the enterprise (5 marks)
2. Describe how organizational processes are supported by knowledge management applications (5 marks)
3. Discuss the customer relationship management systems and how do they benefit business (5 marks)
4. Critically evaluate the main factors in making information systems outsourcing successful (5 marks)