CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS
EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE
AGBM 343/COSC 472: MANAGEMENT INFORMATION SYSTEM

STREAMS:AGEC, AGBM   **TIME:2 HOURS**

DAY/DATE: THURSDAY 5/12/2019   **2.30 P.M – 4.30 P.M**

INSTRUCTIONS:

Instruction: Question Compulsory and any Other Two :

SECTION A:

Question one: 30 marks

a) The introduction of information systems in organizations may lead to changes in work processes that may require re-training. Suggest three areas of training that might be required by the following personnel:

      i). Senior managers   (2 Marks)

      ii). Users of the new system   (2 Marks)

b) Briefly explain how the following information systems are used in organizations and what level they serve within the organization

i. Decision Support Systems   (2 Marks)

ii. Executive support systems   [2 Marks]

iii. Knowledge work support system   [2 Marks]

iv. Management information system   [2 Marks]

c) Many organizations are taking up development of management information systems (MIS) to cope with the changing business environment

    Required:

      (i) Analyze five forces that could drive an organization towards implementing management information systems (MIS).   (3 marks)

      (ii) Evaluate five barriers towards implementation of MIS in an organization

                        (3 marks)

d)   Barry Agwambo enterprises has been in business for the last ten years and a lot of changes have taken place in the business environment. Discuss four strategies that this enterprise can employ to remain relevant in the business environment   (8marks)

e) Prototyping is gaining popularity as an alternative software development strategy. Define what is meant by prototyping and discuss its various advantages and disadvantages.

    (4marks)

SECTION B:
QUESTION TWO: 20 MARKS

A company is considering outsourcing all future MIS application developments.

a) Discuss the advantages and disadvantages of outsourcing the Company's future MIS application developments, clearly stating within your answer any assumptions you make regarding the Company and its operations. (7 marks)

b) Business Intelligence (BI) systems developments should 'start small, aim big'.
    i) Define what is meant by this statement. (3 marks)

    ii) Explain the role that a metadata repository plays in ensuring that BI systems can 'start small, aim big'. (3 marks)

    a) Discuss three main models of E-commerce (6 marks)
    b) What is information security? (1 mark)

QUESTION THREE: 20 MARKS
    a) Demonstrate how building new systems produces organizational change (4marks)
    b) Explain three management decision-making levels that are supported by Information systems. (6 marks)
    c) Discuss the activities of the implementation phase of the information systems design project (6 marks)
    d) Discuss the business benefits of IT/IS alignment (4marks)

QUESTION FOUR: 20 MARKS
    c) Describe the characteristics of an effective management information system. (5 marks)
    d) Explain the role of DSS in management of an organization and also describe its fundamental components in detail. (7 marks)
    e) You hear a member of the Board of your financial organization, while in discussion with major customers, say that *"Mobile computing renders all traditional IS/IT obsolete".* Discuss and justify the extent to which you agree or disagree with the above statement. (8 marks)

QUESTION FIVE: 20 MARKS
    a) Discuss various pitfalls in MIS development (6marks)
    b) Describe the factors which make a good or a poor MIS using examples to illustrate your answer (3 marks)
    c) What is system change over? Describe the main methods of system change over. (5 marks)
    d) Systems analysts are key individuals in the system development process. They are therefore required to have certain types of skills. You are required to describe six types of skills that a system analyst is required to have in order to effectively carry out his/her tasks (6mark)