



**THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

**(A Constituent College of JKUAT)**

(A Centre of Excellence)

# **Faculty of Engineering & Technology**

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

**DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY (DICT 10M)**

**EIT 2304: MANAGEMENT INFORMATION SYSTEM I**

**SPECIAL/SUPPLEMENTARY EXAMINATION**

**SERIES: OCTOBER 2012**

**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions

Answer question **ONE** and any other **TWO** questions  
Maximum marks for each part of a question are as shown  
This paper consists of **TWO** printed pages

**SECTION A (COMPULSORY)**

**Question One (20 marks)**

- a) Define Management Information System. (2 marks)
- b) What is an Information System? What activities does it perform? (4 marks)
- c) What is the meaning and importance of information system maintenance (4 marks)
- d) Define information system acquisition. (2 marks)
- e) What is the meaning of information system resource? (2 marks)
- f) What is the difference between data and information? (4 marks)

**SECTION B (Answer Any Two Questions)**

**Question Two (20 marks)**

- a) Describe some of the benefits that a company can attain from different types of management information system. (8 marks)
- b) What are the symptoms of a falling information system project? (6 marks)
- c) Explain reasons for aligning information system plan to organization plan. (6 marks)

**Question Three (20 marks)**

- a) Explain **FIVE** components that must come together in order to produce a computer based information system. (5 marks)
- b) With an aid of a diagram, explain information system planning process. (10 marks)
- c) Explain **FIVE** factors that influence information system acquisition. (5 marks)

**Question Four (20 marks)**

- a) Briefly explain the **FIVE** main qualities of a good management information system. (5 marks)
- b) Describe the process of information system acquisition process. (10 marks)
- c) List and describe **FIVE** reasons why information systems are so important for business today. (5 marks)

**Question Five (20 marks)**

- a) What are the role of top management in IS planning. (5 marks)
- b) Explain the following terms as used in information system maintenance. (9 marks)
  - i) Configuration Control Board (CCB)
  - ii) Regression Testing
  - iii) Releases
  - iv) Patches
  - v) Configuration Management
  - vi) Ripple Effect
- c) Explain how Enterprise applications and intranets promote business process integration and improve organizational performance. (6 marks)