



TECHNICAL UNIVERSITY OF MOMBASA

INSTITUTE OF COMPUTING AND INFORMATICS

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:

(DHRM, DFO, DLMT, DPMM, DBA, DBMA)

EIT 2204: MANAGEMENT INFORMATION SYSTEM

END OF SEMESTER EXAMINATION

SERIES: APRIL 2016

TIME: 2 HOURS

DATE: 17 Mar 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. Attempt Choose instruction.

Do not write on the question paper.

Question ONE

i) Define the following terms:-

- | | |
|------------------------------------|--------|
| a) Information Systems | (2mks) |
| b) Business processing engineering | (2mks) |
| c) Information systems | (2mks) |
| d) Information Technology | (2mks) |
| e) Wide area network (WAN) | (2mks) |
| f) Outsourcing | (2mks) |

ii) Describe the relationship between TPS, MIS, DSS and ESS. (4mks)

iii) Explain challenges faced by organizations in implementing information systems (10mks)

iv) Discuss four major reports that are produced by MIS (4mks)

Question TWO

- a) Describe the THREE major roles of information systems to an organizations levels of business operations. (10mks)
- b) Using a diagram explain the three major levels of management outline the characteristic of information required on any level and state one Information system that can used to generate the information required on each level(10mks)

Question THREE

- a) Discuss five competitive forces that a company has to confront in order to achieve a competitive(10mks)
- b) Discuss two major source of information system for a firm which is located in Mombasa (10mks)

Question FOUR

- a)Information system is equipped with resources, explain how these resources are employed to their optimum to gain an organizations competitive advantage. (10mks)
- b)Using real example discuss five major information system maintenance techniques (10mks)

Question FIVE

- a)Security is an area of major concern in business systems, identify security challenges that arise in any information systems and how they are contained. (12mks)
- b) With a use of an example explain four major methods that manager can use to implement a new system (8mks)