



# TECHNICAL UNIVERSITY OF MOMBASA

---

School of Business

Department of Business Administration

**UNIVERSITY EXAMINATION FOR:**

**BACHELOR OF BUSINESS AND OFFICE MANAGEMENT**

**BOM 4302: BUSINESS INFORMATION SYSTEMS**

**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2024**

**TIME: 2HOURS**

**DATE: Dec2024**

## **Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass, and student ID*

This paper consists of **FIVE** questions. Attempt **question ONE (Compulsory)** and any other **TWO** questions.

**Do not write on the question paper.**

---

## **Question ONE**

- a) Explain four factors that have driven the growth of information systems in business organizations. (8 marks)
- b) A hospital relies on its information system to manage patient records. Discuss five characteristics of the information systems that are essential for the hospital's operations. (10 marks)
- c) Explain six techniques used to control computer-based information systems. (12 marks)

## **Question TWO**

- a) City General Hospital uses different information systems to manage its daily operations, from patient care to administration. Based on this scenario, discuss the major types of information systems that City General Hospital would use, providing relevant examples for each type. (12 marks)
- b) Discuss the following concepts in the context of ensuring the integrity of a business information system.
  - (i) Containment

- (ii) Deterrence
- (iii) Obfuscation
- (iv) Recovery

(8 marks)

### **Question THREE**

- a) What are the essential elements of a network, and how do they facilitate connections between a business and its customers, suppliers, and collaborators? (8 marks)
- b) Tech Solutions Inc., a mid-sized software development company relies heavily on its business information systems for project management, client communication, and data storage. Despite its robust infrastructure, Tech Solutions Inc. has encountered various challenges in maintaining the security and integrity of its systems. Based on this scenario, explain six common threats that business information systems like those used by Tech Solutions Inc. face. (12 marks)

### **Question FOUR**

- a) Tudormatt a mid-sized retailer is deciding between bespoke and off-the-shelf software for managing its inventory and customer relations. Discuss the differences between these software acquisition methods. (8 marks)
- b) Explain SIX factors that a business should evaluate when deciding on software acquisition. (12 marks)

### **Question FIVE**

- a) Discuss five ways information systems play a strategic role in enhancing a business's competitive advantage. (10 marks)
- b) Highlight the key steps in the Systems Development Life Cycle (SDLC). (10 marks)