



TECHNICAL UNIVERISTY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORAMTION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:
BACHELOR OF SCIENCE IN DEVELOPMENT STUDIES
(BSDS 14M – Y2 S1)

EIT 4102: MANAGEMENT INFORMATION SYSTEMS

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2014

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consists of **FIVE** questions.

Attempt question **ONE (COMPULSORY)** and any other **TWO** questions

Maximum marks for each part of a question are as shown

This paper consists of **TWO** printed pages

Question One (Compulsory)

- a) Define the term Management Information System. **(2 marks)**
- b) Explain how the use of Management Information System leads to improved business opportunities. **(4 marks)**
- c) Differentiate between:
- (i) System owners and system users **(3 marks)**
 - (ii) System designers and system developers **(3 marks)**
 - (iii) Outline FOUR roles of a system analyst **(4 marks)**
 - (iv) What skills does the system analyst require **(4 marks)**
- d) Give definitions for the following types of system. **(10 marks)**
- (i) Transaction Processing System
 - (ii) Management Information System
 - (iii) Decision Support System
 - (iv) Experts Systems
 - (v) Office Automation Systems

Question Two

- a) Outline FOUR types of feasibility studies. **(4 marks)**
- b) List FOUR functional requirements of management information system. **(4 marks)**
- c) State any FOUR results of using incorrect requirements. **(4 marks)**
- d) Discuss any FOUR fact finding methods in information system development. **(8 marks)**

Question Three

- a) Identify FIVE core activities of an information system. **(5 marks)**
- b) Explain how Information Systems can be applied in the following elements of the value chain model for competitive advantage.
 - (i) Inbound Logistics
 - (ii) Operations
 - (iii) Outbound logistics
 - (iv) Marketing and sales
 - (v) Customer Service
- c) What is an enterprise resource planning? **(1 mark)**
- d) Describe FOUR benefits of using ERP's in an organization **(4 marks)**

Question Four

- a) Describe FIVE categories of Information System physical security threats. **(5 marks)**
- b) Identity FIVE areas of physical security that needs to be addressed. **(5 marks)**
- c) Describe FIVE critical elements of access control **(5 marks)**
- d) Describe the following network security tools. **(5 marks)**
 - (i) Firewall
 - (ii) Proxy server
 - (iii) Intrusion Detection System
 - (iv) Biometrics Authentication

Question Five

- a) Explain the following terms: **(6 marks)**
 - (i) Intranets
 - (ii) Extranets
 - (iii) Virtual Private Networks
 - (iv) Client Server Networks
- b) Differentiate between:
 - (i) Data modeling and cardinality
 - (ii) Referential Integrity and Entity **(5 marks)**
- c) Illustrate THREE types of relationship used in data modeling. **(9 marks)**