THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)
(A Centre of Excellence)
Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR DEGREE IN BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
(BSC IT M11)

BIT 2119: MANAGEMENT INFORMATION SYSTEM

SPECIAL/SUPPLEMENTARY EXAMINATION
SERIES: OCTOBER 2012
TIME: 2 HOURS

<u>**Instructions to Candidates:**</u>
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 **THREE** printed pages

<u>**SECTION A (COMPULSORY)**</u>

Question One (30 marks)

a) Explain the term 'Information System"   **(3 marks)**

b) Explain the term group ware and highlight any task performed by groupware.   **(3 marks)**

c) A Company's ability to preserve inferred knowledge that is embedded in the minds of the experienced employees criteria of successful knowledge management systems. Do you agree with this statement? Explain how this is done.   **(4 marks)**

d) Distinguish between formal and informal information systems giving a valid example of each.
                                                                                  (4 marks)

e) Mega, a leading local commuter coach services have been in the top ranks for more than 20 years since its operations nationwide. In view of global economic turmoil which will have tremendous impact on the national economy as well. Mega believes that the company should be more effective in their services operations. One of the ways to be selective in their services destinations, frequency and resource allocation. You are the Chief Information Officer of Mega. With your vast knowledge of how information systems can provide critical information to assist the company to be more effective.

Prepare a proposal to the top management. Your proposal should highlight what type(s) of information system(s) functions in detail. **(12 marks)**

f) A key requirement in today's business environment is the ability to communicate more effectively, both internally with the employees and externally with the trading partners and customers. Explain the nature of the communication infrastructure required to support such a communication as stated. **(4 marks)**

SECTION B (Answer Any Two Questions)

Question Two (20 marks)

a) Information systems (IS) have always been regarded as enables for organizational transformation. Discuss this statement in reference to decision making process in an organization. **(8 marks)**

b) Although some companies find difficulties in justifying their information systems investment other companies reported significant benefits from there is projects. Discuss any **THREE** techniques that an organization can use to justify an investment in information systems. **(6 marks)**

c) To develop an effective IS plan the organization must have a clear understanding of both its long and short term information requirements. Explain how the strategic analysis method can be used to establish organization information requirements. **(6 marks)**

Question Three (20 marks)

Too many Information Systems:

ABC University has of late expanded very rapidly introducing a number of programmes and increasing student intake capacity. It has recently computerized its examination process based on some off-the shelf computerized a couple of years back using a freely distributed Library Automation System. Daily cash transactions are also handled by computers in the Finance and Accounting Division, using an accounting software for further improvement of efficiency, the new governing body of the University have entrusted the task developing an MIS for the University to a Software Company.

All these developments were welcomed by a cross-section of the University community except a few one of them is a Faculty member at the Management Science Department who commented that the university is burdening itself with too many independent information systems. He strongly favored an integrated information system on the lines of an ERP for a business organization.

a) Do you agree with the faculty members? Give reasons **(4 marks)**
b) What do you understand by integrated information system, the faculty members is talking about? Elaborate in the context of the ABC University. **(4 marks)**
c) Visualize that the University governing Body decides to drop the MIS plan and agrees to the idea of developing an integrated IS. What problems are likely to creep in? **(4 marks)**
d) Assess the role of Information System specialists and consultants in situations as described in the case. **(4 marks)**

e) Distinguish between formal and informal information systems giving a valid example of each.
(4 marks)

Question Four (20 marks)

Organizations are not always able to perform their own business information systems functions and some businesses prefer not to do so for various reasons. The solution for some is outsourcing.

a) Briefly explain the concept of information systems outsourcing. **(5 marks)**
b) Critically discuss the main factors in making information systems outsourcing successful.
(10 marks)
c) Identify and briefly explain **FIVE** activities that can foster the I.T-business alignment within an organization. **(5 marks)**

Question Five (20 marks)

Too many Information System

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b) What do you understand by integrated information system, the faculty member is talking about? Elaborate in the context of the ABC University. **(4 marks)**
c) Visualize that the University governing Body decided to drop the MIS plan and agrees to the idea of developing an integrated IS. What problems are likely to creep in? **(4 marks)**
d) Assess the role of information system specialist and consultants in situations as described in the case. **(4 marks)**
e) Distinguish between formal and informal information systems giving a valid example of each.
(4 marks)