



MACHAKOS UNIVERSITY

University Examinations for 2022/2023

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR SCIENCE (MATHEMATICS AND COMPUTER SCIENCE)

SCO 408 INFORMATION SYSTEM MANAGEMENT

DATE:

TIME:

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Many managers are not able to make rational business decisions because of lack of enough information. Explain TWO causes of information deficiency in information systems. (4 marks)
- b) Giving examples differentiate between data warehouse and data mart. (4 marks)
- c) Not all information is useful in an information system. Discuss the validity of this statement. (4 marks)
- d) Most managers make wrong decisions as a result of dirty data. As a knowledgeable Information system manager, explain to the top-level management the consequences of dirty data. (4 marks)
- e) Discuss TWO ethical issues arising from a connected workforce in the organization. (4 marks)
- f) Information systems management includes systems security. Explain to the management how you would ensure in-depth security of the system. (8 marks)
- g) Explain TWO types of information system. (2 marks)

QUESTION TWO (20 MARKS)

- a) Organizations implement information systems to achieve various strategic objectives. Discuss FOUR strategic objectives of information systems. (8 marks)
- b) You have been hired to assist in implementation of an information system for a growing microfinance. Explain to the hiring team some of considerations to be made when choosing the infrastructure. (8 marks)
- c) Differentiate between consumer mashup and enterprise mash-up. (4 marks)

QUESTION THREE (20 MARKS)

- a) Managing social media for organizations is critical for the growth of the organization. Discuss FIVE strategic objectives that an organization can achieve. (10 marks)
- b) Organizations have started considering online retails to boost their revenues. Explain FIVE challenges facing online retail. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain FOUR components of IT governance as used in information systems. (8 marks)
- b) Text analysis is a task that helps organizations create relationships, insights among others. Discuss FOUR steps you would take to perform text analysis in order to make an informed decision in ana organization. (8 marks)
- c) Giving examples discuss the $2+2=5$ synergy rule in relation to human computer-interaction. (4 marks)

QUESTION FIVE (20 MARKS)

- a) Managers are faced with challenges when moving workloads from the enterprise to the cloud. Discuss THREE common issues with this migration. (6 marks)
- b) With the aid of a diagram explain the FOUR main components of an organization culture. (8 marks)
- c) Business collaborations are being supported by information systems in the contemporary society. Explain THREE reasons as to why you would collaborate with other organizations. (6 marks)