



MACHAKOS UNIVERSITY

University Examinations for 2020/2021

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (INFORMATION TECHNOLOGY)

BACHELOR OF SCIENCE (COMPUTER SCIENCE)

SCO 408/ SIT 401: INFORMATION SYSTEM MANAGEMENT

DATE: 11/8/2021

TIME: 8:30 – 10:30 AM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) State the various functions of information systems manager in an organization. (5 marks)
- b) Information is required both for strategic decision making and for operational purposes.
Explain, with examples, how strategic information differs from operational information
(4 marks)
- c) Explain why information systems are so important today for business and management
(5 marks)
- d) Explain some of the causes of implementation success and failure in information systems
(5 marks)
- e) Explain Nolan's Stages of Information System Growth (6 marks)
- f) Identify and describe the technology drivers of IT infrastructure evolution.
(5 marks)

QUESTION TWO (20 MARKS)

- a)
 - i) Define IT infrastructure (2 marks)
 - ii) Explain FIVE services offered by IT infrastructure (5 marks)
- b) Name and describe the different levels of I.T Infrastructure (6 marks)
- c) Discuss benefits of enterprise systems in an organization (7 marks)

QUESTION THREE (20 MARKS)

- a) Using an appropriate diagram discuss the various levels of management served my information systems (9 marks)
- b) Explain the role of I.T. in strategic management (5 marks)
- c) Define Moore's Law and the Law of Mass Digital Storage. What aspects of infrastructure change do they help explain (6 marks)

QUESTION FOUR (20 MARKS)

- a) Explain how enterprise applications promote business process integration and improve Organizational performance. (5 marks)
- b) Explain the stages of the Information Technology Planning (5 marks)
- c) Highlight the issues in IT planning (5 marks)
- d) State the common threats against contemporary information systems. (5 marks)

QUESTION FIVE (20 MARKS)

- a)
 - i) Explain the term Business Process Reengineering (2 marks)
 - ii) State the key success factors in process re-engineering (4 marks)
- b) Explain ways companies can use information systems to achieve total quality management (4 marks)
- c) Explain five step process one should follow when confronted with a situation that seems to present ethical issues in ethical analysis. (10 marks)