



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

THIRD YEAR SECOND TERM EXAMINATION FOR

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MANAGEMENT INFORMATION SYSTEMS

DATE: 4/6/2021

TIME: 11.30-2.30 PM

INSTRUCTIONS

Answer Question one (Compulsory) and other two questions

QUESTION ONE (20 MARKS) COMPULSORY

- a) Define the term, information society. (2 marks)
- b) Explain two benefits associated with Business Process Re-engineering (BPR). (4 marks)
- c) Outline four challenges that may affect successful adoption of an information system in an organization. (4 marks)
- d) Identify three advantages of acquiring ICT applications using.
 - i. Off-the-shelf (2 marks)
 - ii. In-house development (2 marks)
- e) Describe two factors that would influence the acquisition method of an information system. (4 marks)
- f) Explain two control measures that can be used to rescue a failing information system project. (2 marks)

QUESTION TWO (20 MARKS)

- a) Identify two major roles of the project manager during project implementation. (2 marks)
- b) Outline two challenges faced in systems maintenance. (2 marks)
- c) Explain three types of maintenance that can be carried out on an existing information system. (6 marks)
- d) With aid of a diagram, describe the decision-making cycle. (10 marks)

QUESTION THREE (20 MARKS)

- a) Define the term 'risk' in regard to project management. (2 marks)
- b) Explain three reasons that may necessitate an information system change. (6 marks)
- c) Explain three threats to information systems. (6 marks)
- d) Describe three ways/techniques that can be used to safeguard information systems resources. (6 marks)

QUESTION FOUR (20 MARKS)

- a) State two disadvantages of procuring ICT equipment using leasing method. (2 marks)
- b) Explain two ways of minimizing IT project failures. (4 marks)
- c) Explain why there is massive deployment of information systems in organizations. (6 marks)
- d) Distinguish between the following pairs of information systems terms;
 - i. project management and risk management (4 marks)
 - ii. predecessor activity and successor activity (4 marks)

QUESTION FIVE (20 MARKS)

- a) Describe two unethical behaviour in regard to use of management information systems. (4 marks)
- b) The success of a project manager is measured by his/her ability to complete the project in the right time and within budgets. Most times this is never the case as projects run late of planned time. Explain three key reasons why projects may take longer than planned. (6 marks)
- c) Using the data in the table below;

Activity	Precedence	Activity durations (weeks)		
		Optimistic time (a)	Most likely (Realistic) time (m)	Pessimistic time (b)
A	-	5	6	8
B	-	3	4	5
C	A	2	3	3
D	B	3.5	4	5
E	B	1	3	4
F	-	8	10	15
G	E, F	2	3	4
H	C, D	2	2	2

- i. Draw a network diagram for the project. (8 marks)
- ii. Determine the critical path and the project duration. (2 marks)

QUESTION SIX (20 MARKS)

- a) Describe five reasons why information systems are so important for business today. (10 marks)
- b) Explain five reasons why you think most information systems projects fail. (10 marks)

QUESTION SEVEN (20 MARKS)

- a) Explain what a socio-technical systems perspective is. (4 marks)
- b) Explain how Management Information Systems are transforming businesses. (8 marks)
- c) Describe the role of a Management Information System in an organization. (8 marks)