



MACHAKOS UNIVERSITY

University Examinations for 2017/2018

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE
IN INFORMATION TECHNOLOGY**

SIT 200: MANAGEMENT INFORMATION SYSTEM

DATE: 11/12/2017

TIME: 8.30-10.30 AM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

QUESTION ONE (30 MARKS)

- a) Information is required both for strategic decision making and for operational purposes. Explain, with examples, how strategic information differs from operational information. (4 marks)
- b) i. Distinguish between structured and unstructured decisions (2 marks)
ii. Give an example of EACH type of decision that clearly illustrates the differences. (4 marks)
- c) 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 is 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 systems that should be implemented and describe the system(s) functions in detail. (12 marks)

- d) 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 partner and customers. Explain the nature of the communication infrastructure required to support such a communication as stated (4 marks)
- e) List and explain four reasons why information systems are so important for business today (4 marks)

QUESTION TWO (20 MARKS)

- a) Define I.T. infrastructure from both a technology and a services perspective. Which services does I.T. infrastructure comprise? (7 marks)
- b) Name and describe the different levels of I.T Infrastructure (6marks)
- c) Identify and describe the technology drivers of IT infrastructure evolution (7marks)

QUESTION THREE (20 MARKS)

- a) Discuss the benefits and challenges of enterprise systems and explain why a firm would want to build one. (6 marks)
- b) Describe levels of management served by information systems (9 marks)
- c) What are the Moore's Law and the law of Mass Digital Storage? What aspects of infrastructure change do they help explain? (5 marks)

QUESTION FOUR (20 MARKS)

- a) Explain Nolan's Stages of IS Growth (9 marks)
- b) Explain the stages of the Information Technology Planning (6 marks)
- c) Highlight the issues in IT planning (5 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the key technological trends that heighten ethical concerns (8 marks)
- b) Identify and describe six ethical principles in computing (12 marks)