



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (MATHEMATICS AND COMPUTER SCIENCE)

BACHELOR OF COMMERCE

SCO 408: INFORMATION SYSTEMS MANAGEMENT

BMS 400: MANAGEMENT INFORMATION SYSTEM

DATE: 19/10/2020

TIME: 11:00 – 1:00 PM

INSTRUCTIONS

Answer question ONE and any other TWO questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Why is the quality of the information important when using a project management information system? Give three reasons explaining why? (6 marks)
- b) Throughout the development of an information system, the systems analyst will need to communicate with the users. You are required to;
 - i) Explain why communication with the users is an important feature of systems development. (2 marks)
 - ii) State two methods of communication that the systems analyst could employ. (2 marks)
- c) What is data processing? (2 marks)
- d) Describe the work of the CPU (3 marks)
- e) Name and explain three humanistic factors that pose a challenge in development of management information systems. (6 marks)
- f) Differentiate between primary memory and secondary memory. Give examples (5 marks)

- g) Differentiate between System Software and Application Software? (4 marks)

QUESTION TWO (20 MARKS)

- a) Given the Four level pyramid model based on the different levels of hierarchy in the organization, name and explain the type of support system to be used by each of them
- i. Executives (3 marks)
 - ii. Senior managers (3 marks)
 - iii. Middle managers (3 marks)
 - iv. Workers (3 marks)
- b) Name three types of management information systems. (3 marks)
- c) Explain what we mean by the word 'Operating System' and give four examples of the same. (5 marks)

QUESTION THREE (20 MARKS)

- a) Name four major components of an information system. Explain the function of each of the component named. (8 marks)
- b) Outline areas of training that may be required by the following categories of personnel in an organization
- i. Senior managers (4 marks)
 - ii. Middle managers (4 marks)
 - iii. Other users of the new system (4 marks)

QUESTION FOUR (20 MARKS)

- a) i) What is data processing system? (3 marks)
- ii) What are the current opportunities for using the Internet in business today? (6 marks)
- iii) What is internet? (2 marks)
- b) Name and explain three Types of data processing systems. (6 marks)
- c) Explain the meaning of 'hanging indent' as used in MS Word. (3 marks)

QUESTION FIVE (MARKS)

- a) Describe any four advanced skills required in managing information. (8 marks)
- b)
 - i) What is data as used in MIS? (2 marks)
 - ii) What are the essentials of data communication? (4 marks)
- c) List and explain the four software and hardware requirements needed for Management information systems. (8 marks)