



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

**SECOND SEMESTER EXAMINATION FOR DIPLOMA IN INFORMATION
COMMUNICATION AND TECHNOLOGY**

DIT 210: MANAGEMENT INFORMATION SYSTEMS

Date: 5/8/2016

Time: 8:30 – 10:30 AM

INSTRUCTIONS

Answer one in section A and any other two questions from section B.

SECTION A (COMPULSORY)

QUESTION ONE (30 MARKS)

Management Information Systems should facilitate decision making at all levels of management. Each level requires information with different characteristics.

- (a) Explain the characteristics of information used in:-
 - (i) Strategic planning and (ii) operational control (10 marks)
- (b) Describe five characteristics of an effective Management Information system (MIS). (10 marks)
- (c) Describe a social-technical system. (4 marks)
- (d) Describe three ways in which information systems have changed the way businesses operate. (6 marks)

SECTION B

QUESTION TWO (20 MARKS)

Project management is usually an important process in the development of new information systems. Thus planning, scheduling and control functions would be required during the period of development and transition.

- (a) Explain the nature and usefulness of planning, scheduling and control activities. (8 marks)
- (b) Describe three characteristics of information society. (6 marks)
- (c) Describe three functional characteristics of Decision Support Systems (DSS) (6 marks)

QUESTION THREE (20 MARKS)

- (a) For a school, a local authority and a restaurant, identify:
 - (i) a strategic decision (3 marks)
 - (ii) a tactical decision (3 marks)
 - (iii) an operational decision (3 marks)
- (b) Explain the contribution of information systems in decision making process. (4 marks)
- (c) Describe two techniques of rescuing a failing information system project. (4 marks)
- (d) With relevant examples, describe the term, information systems resources. (3 marks)

QUESTION FOUR (20 MARKS)

- (a) Explain three types of maintenance that can be carried out on an information system. (6 marks)
- (b) Explain three project management tools that can be used to control project risk. (6 marks)
- (c) Describe four characteristics of information that assist the key management functions of planning, control and decision making. (8 marks)

QUESTION FIVE (20 MARKS)

Project management is usually an important activity during the development of new information systems. Project resources such as time, cost and personnel would be identified and their uses properly controlled.

- (a) Explain the term 'critical path' as used in project management. (4 marks)
- (b) Describe the role of project management. (6 marks)

- (c) Develop a network diagram from the following project development schedule. (8 marks)

Activity	Preceding Activity	Duration (weeks)
A	-	2
B	-	3
C	-	2
D	C	4
E	A	3
F	B	4
G	B	6
H	B	4
I	D and H	6
J	E and F	5

- (d) Determine the critical path and the project duration. (2 marks)