# JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

## DEPARTMENT OF COMPUTER SCIENCE & SOFTWARE ENGINEERING

## UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN

## BISINESS INFORMATION SYSTEM

## 2ND YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

## MAIN CAMPUS (BONDO)

**COURSE CODE: IIS 3211**

**TITLE: INFORMATION SYSTEMS FUNDAMENTALS**

**COURSE EXAM VENUE:**

**STREAM:**

**DATE:**                           **EXAM SESSION:**

**TIME: 2HRS**

**INSTRUCTIONS**

1. **Answer ONE (COMPULSORY) ANY TWO questions**
2. **Candidates are advised not to write on the question paper**
3. **Candidates must hand in their answer booklets to the invigilator while in the examination room**

**Question 1 [30 marks]**

    a. Outline six stages of decision making as a component of problem solving in organizations             (12marks)

    b. What is the difference between Programmed and Nonprogrammed Decisions? (8maksk)

    c. Benefits of information and decision support systems attracts varied impacts which may be positive and negative (challenging to implement their due to cost) outline six negative for geared towards cost           (6marks)

    d. State the functions of the following systems             (4marks)
    i.       Financial Management System (FMIS)
    ii.      Manufacturing Management System (MMIS)

**Question 2 [20 marks]**

a. What relationship exists between information systems and organizations?     (2 marks)

b. Explain differences between classical and contemporary models of managerial activities and roles.             (8 marks)

c.

    i.       Describe the term out sourcing.           (1 marks)

    ii.      Why would organizations out source information technology solutions.

                                                     (3 marks)

d. Describe three benefits of a data warehouse.           (6 marks)

**Question 3 [20 marks]**

    a. Describe five benefits internet technology has on government services to citizens in Kenya.             (10 marks)

    b. Differentiate between the following decision making approaches:     (6 marks)
        i. Structured decision making
        ii. Unstructured decision making
        iii. Semi structured decision making

c. What two factors would you consider when building a decision support system?

(4 marks)

## Question 4 [20 marks]

a. State and briefly explain four major factors that have contributed to the recognition of the importance of information to any organization. (8 marks)

b. What are some of the four difficulties experienced in building and sustaining strategic information system? (4 marks)

c. Having an organization of your choice, discuss four ways in which information technology is being used to automate tasks. (8 marks)

## Question 5 [20 marks]

a. Identify and describe the core activities in the systems development life cycle process.

(12 marks)

b. Formulate the steps involved in decision making. (4 marks)

c. List and explain the components of a computerized information system. (4 marks)