JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

UNIVERSITY EXAMINATIONS

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTARTION

SCS 437: INFORMATION SYSTEM APPLICATION

TIME: 2H0URS

<u>**Instructions:**</u>

- I.   This paper contains **Five** questions
- II.   Question one is compulsory
- III. Answer any other two questions

QUESTION ONE

a) Identify key factors that would enable an organization to successfully implement new information system   (5 Marks)

b) Managers make decision on day to day basis. Critically examine the type of decision managers do make and giving example in each case.   (10 Marks)

c) Decision Support System provides management with information for making tactical decision. Describe the main characteristics of DSS.   (5 Marks)

d) Describe the importance of human resource information system in an enterprise   (10 Marks)

QUESTION TWO

a) Discuss how the classical and behavioral models of managerial decision making can be used by a manager when making decision concerning information system utilization.   (12 Marks)

b) Decision Support System utilizes modeling techniques in its operation. Highlight the advantages and disadvantages of modeling. (6 Marks)

c) Define the term Online Analytical Processing (OLAP) (2 Marks)

QUESTION THREE

a) Risk management is a major strategic plan for an enterprise using ICT platform. Describe **FIVE** assets, an enterprise must protect under this and from what threats. (15 Marks)

b) Highlight the benefits of using an Expert System (5 Marks)

QUESTION FOUR

a) Explain the **THREE** problem solving styles (6 Marks)

b) State the process of Knowledge acquisition by knowledge engineer (4 Marks)

c) Decision making involve evaluation of criteria for the various alternative options. Explain **FIVE** criteria used for the evaluation. (10 Marks)

QUESTION FIVE

a) Describe the attributes of a Well-Designed Financial Management Information System (FMIS) (12 Marks)

b) Examine the components of an expert system (8 Marks)

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