JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR SCIENCE IN INFORMATION SYSTEMS

3RDYEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: IIS 3317

COURSE TITLE: BUSINESS PROCESS ANALYSIS AND DESIGN

EXAM VENUE: **STREAM: BIS**

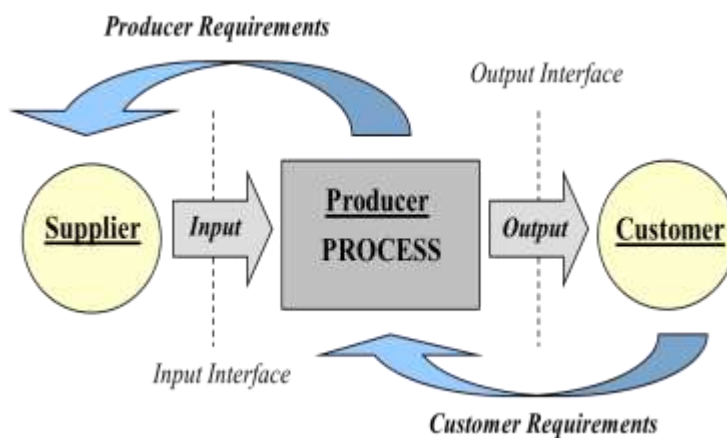**DATE: 21/04/16**   **EXAM SESSION: 9.00 – 11.00 AM**

TIME: 2.00 HOURS

INSTRUCTIONS:

1. **Answer Question 1 (Compulsory) and ANY other 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 ONE [30 MARKS]

a) What is the Power of Adopting a Process View over functional view in a business

{5 marks}

b) Using the diagram below , describe the CPS model   {5 marks}

c) Using a diagram explain the Six Sigma framework   {5 marks}

d) Cite 3 instances in each case where BPR has been a success or a failure   {3 marks}.

e) What are major evaluation factors that a business should consider before acquiring proposed hardware, software, or IT services?   {3 marks}

f) What is Information Systems architecture? Identify and describe the four factors that are included in IT architecture.   {5 marks}

g) Differentiate the four Major Forms of Conversion from an old system to a new system

{4 marks}

QUESTION TWO [20 MARKS]

a) Using a chart , explain the organizational planning process   {10 marks}

b) What is the biggest challenge in IS implementation? What can be done to make implementation easier to deal with? {5 marks}

c) Contrast an ASP and a systems integrator with an outsource company in terms of the basic objective of each of these business models. {5 marks}

QUESTION THREE [20 MARKS]

a) Why is change management an important aspects to running a successful business? {5 marks}

b) Identify key factors that would enable an organization to successfully implement a major new information system. {5 marks}

c) Discuss the Strategic Opportunities Matrix {5 marks}

d) List instances of five critical success factors in a properly managed systems change {5 marks}

QUESTION FOUR [20 MARKS]

a) Fred Brooks in his publication "Mythical Man-month" wrote **"Architecture is determining the needs of the user and then designing and building systems to meet those needs as effectively as possible within economic and technological constraints".** Discuss {10 marks}

b) Peter Keen, the author of IT Visionary laments **"IT increasingly changes jobs, skill needs, and relationships. Technical change has become synonymous with organizational change. Such change can be complex, painful, and disruptive. The people side of IT is often more difficult to anticipate and manage smoothly than is the technological side."** Discuss {10 marks}

QUESTION FIVE [20 MARKS]

a) Using an illustration discuss BPR's framework's according to :

   i. Robert's Framework for BPR {4 marks}

   ii. Cross, Feather & Lynch {4 marks}

   iii. Lowenthal's {4 marks}

b) Explain in details two tools that can be used for BPD {8 marks}