



**JARAMOGI OGINGA ODONGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELORS IN**  
**ADMINISTRATION WITH IT**  
**2<sup>ND</sup>YEAR 2<sup>nd</sup> SEMESTER 2015/2016 ACADEMIC YEAR**  
**MAIN CAMPUS - RESIT**

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**COURSE CODE: SCS 214**

**COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS**

**EXAM VENUE: LAB 1**

**STREAM: BBA**

**DATE: 04/05/16**

**EXAM SESSION: 11.30 – 1.30PM**

**TIME: 2 HOURS**

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**Instructions:**

- a) Answer Question ONE (COMPULSORY) and ANY other 2 questions
- b) Candidates are advised not to write on the question paper.
- c) Candidates must hand in their answer booklets to the invigilator while in the examination room.

**QUESTION ONE (30 marks)**

- a) With a relevant example, describe the role of an information system (5 marks)
- b) For an Information Systems familiar to you, provide any FIVE components (5 marks)
- c) List the various security issues associated with management information systems databases (5 mks)
- d) The university management heavily relies on information resource in the running of the University. Provide any five types of information resources applicable to the university management (10 mks)
- e) What are the basic reasons for performing system analysis during the initial process of developing a management information system? (5 mks)

**QUESTION TWO (20 marks)**

- a) You have been hard at work in the last six months, developing an eLearning platform to replace the existing suit. You 80% done and so very confident that the work done can be implemented. Suggest, with sufficient reasons, an implementation strategy of the new suit. (10 Mks)
- b) There are several ways of categorizing information systems. One of the leading ways is to use their roles within the organization. Elaborate briefly on these roles giving relevant examples where necessary. (10 mks)

**QUESTION THREE (20 marks)**

- a) List the Top five Objectives for an Information Resource Management (5 marks)
- b) Briefly explain on any five application software packages citing examples and their use. (10 mks)
- c) What is the difference between classical CRM and social CRM? (5 mks)

**QUESTION FOUR(20 marks)**

- a) Explain the impacts of MIS on organization (6 marks)
- b) Explain with examples the various information system resources. (7 mks)
- c) Identify and discuss any five applications that are part of an Enterprise Resource Planning (ERP) (7 marks)

**QUESTION FIVE(20 marks)**

- (a) Explain the functions of analysts, programmers and computer operators in design and development of MIS. (10 mks)
- (b) You have been asked to lead a project team tasked with developing learning management systems at Jaramogi Oginga Odinga University of Science and Technology. This system will allow students, lecturers and the administration to track student's grades, attendance, assignment submission, etc. Explain how you would use the SDLC to develop this software. (10 Mks)