JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY-

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEM
UNIVERSITY EXAMINATIONS: 2013/2014
SCS 214- MANAGEMENT INFORMATION SYSTEM
BUSIA LEARNING CENTRE

DATE: DECEMBER 2013   **TIME: 2 HOURS**

INSTRUCTIONS:

1. **This paper contains five (5) questions.**

2. **Question ONE is Compulsory and any other TWO questions**

3. **Answer the questions on the booklet provided**

4. **Mobile phones are not allowed in the exams room**

QUESTION ONE:

(a)What is an information system? (2 marks)

(b)As the chief information officer, you have been asked to recommend an information system for your company, evaluate the components of this information system? (6marks)

(c). Explain what Office Automation System and Knowledge Work System mean. (4 Marks)

(d)You have been identified as one of the panellist interviewing prospective employees for the newly created department in your company, one of the questions in the interview form reads as follows:

Q1. Propose the type of information system you would recommend for the following applications:

- *Maintenance of general ledger*
- *Formulation of competitive market strategies*
- *Financial sensitivity or risk analysis*
- *Ticket reservations*

Required: describe the answers that would be in the interview marking scheme for this question (8marks)

(e) Give a brief definition of an Expert System and describe five properties of an expert system (10Marks)

QUESTION TWO:

(a) The chief Information Officer of a large organization has asked you to draw up a document identifying eight important characteristics against which managers can evaluate the success of an information system together with a brief explanation of each. What would your document contain   (8 Marks)

(b) What is artificial intelligence?   (2Marks)

(c) Discuss the impact of information systems on business organizations today   (10 marks)

QUESTION THREE

(a)Discuss the importance of digital signature and digital certificate for e-commerce
           (6marks?)

(b) Identify the major factors that influence the structure of an information system. (4 Marks)

(c) Examine the contribution of information systems in the decision-making or problem solving process.   (4 Marks)

(d) Suggest possible uses for an expert system within the Customer Database Department (6 Marks)
                                                            (Total: 20 marks)

QUESTION FOUR

Organizational information systems are categorized under:
- Transaction Processing System (TPS)

- Management Information System (MIS)
- Decision Support System (DSS)
- Executive Information System (EIS)
- Expert System (ES)

Required:

a) Suggest one application of each of the systems types listed above for each of the following areas of business.

- Sales and Marketing   (5 Marks)
- Finance   (5 Marks)

b) Discuss the essential features of an information system definition   (10 marks)

QUESTION FIVE

(a) Discuss the various components of a Decision Support System.   (12Marks)

(b) When is it appropriate to use a DSS?   (8 Marks)