



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE BACHELOR'S DEGREE
2ND YEAR 2ND SEMESTER 2013/2014 ACADEMIC YEAR
CENTRE: MAIN

COURSE CODE: SCS 214

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM VENUE: AH

STREAM: BSc. BBA, Bed

DATE: 9/12/2013

EXAM SESSION: 11.30 – 1.30 PM

TIME: 2 HOURS

Instructions:

- 1. Answer question 1 (Compulsory) and ANY other 2 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

- a) Define an information system from both a technical and a business perspective. (4 marks)
- b) List and describe the components of an information system (6 marks)
- c) Why are information systems so essential in business today? (5 marks)
- d) Identify and describe the three dimensions of information systems? (6 marks)
- e) What is information system literacy and how does it differ from computer literacy (6 marks)
- f) Why are decision-support systems more suited for executive decision making (5 marks)

QUESTION TWO

- a) Compare the characteristics of an MIS and a DSS. (6 marks)
- b) List and describe four information systems serving each of the major functional areas of an organisation (8 marks)
- c) How can information systems facilitate supply chain management (6 marks)
- d) Why must an executive support system be flexible and easy-to-use (6 marks)

QUESTION THREE

- a) Outline some of the benefits and challenges of Enterprise Systems (8 marks)
- b) How does organizational strategy determine information systems structure? (6 marks)
- c) Which of the four major types of information systems do you think is the most valuable to an organization? Explain your choice. (6 marks)

QUESTION FOUR

- a) Give the framework for MIS organisation and explain its components (4 marks)
- b) Discuss the differences in the four global strategies organizations can use to organize their global business. (8 marks)
- c) List and explain the steps of the system development life cycle method of information systems development (8 marks)

QUESTION FIVE

- a) How is an expert system different from a neural network (8 marks)
- b) Discuss the difference between structured knowledge systems and semi-structured knowledge systems (4 marks)
- c) What factors should managers consider when developing a telecommunications plan for the digital firm

(8 marks)