



# **JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

## **KISII LEARNING CENTRE**

**BUSINESS ADMINISTRATION WITH IT FINANCE OPTION**

**Course Code SCS437 Course**

**Title: INFORMATION SYSTEMS AND APPLICATIONS**

### **Instructions**

1. This paper Contains five 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 30MARKS**

- a.) Indicate the differences of the following terms: data, information and knowledge. 6 marks
- b.) Briefly explain the Difference between information technology infrastructure and information technology architecture. 3 marks
- c.) Describe the components of computer-based information systems 4 marks
- d.) Describe in details the various types of information systems. 6 marks
- e.) Identify the major information systems that support each organizational level. 3 marks
- f.) Describe how information resources are managed and identify the roles of the information systems department and the end users 4 marks
- g.) How does IT influence a business customer experience 4 marks

### **QUESTION TWO 20MARKS**

- a.) List and explain the emerging issues in ICT today 10 marks
- b.) Explain the traditional IT verses the new IT 4 Marks
- c.) Discuss a typical IS organization 4 marks
- d.) Which are the basic goals of IT in a business environment 2 marks

### **QUESTION THREE 20MARKS**

- a.) Differentiate between functional applications and integrated cross-departmental process-based systems. 5 marks
- b.) What are the features and purposes of functional information systems for human resources, accounting, sales and marketing, operations, and manufacturing 5 marks
- c.) Understand how value chains and business process redesign led to the development of integrated applications. 5 marks
- d.) List and explain the features and functions integrated systems: customer relationship management (CRM), enterprise resource planning (ERP), and enterprise application integration (EAI). 5 marks

### **QUESTION FOUR 20MARKS**

- a.) What is the impact of IT on education, health and environment 4 marks
- b.) Explain the paradigm of green IT 4 marks
- c.) Explain how systems & networks create new efficiencies 4 marks
- d.) Evaluate benefits & limitations of systems & networks 4 marks

### **QUESTION FIVE 20MARKS**

- a.) What are the Four kinds of structural organizational change enabled by IT 4 marks
- b.) Differentiate between realtime and batch systems 4 marks
- c.) Describe the two data searching techniques 6 marks

d.) Exemplify and explain a functional TPS

6 Marks