



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
3RD YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: IIS 3317

COURSE TITLE: BUSINESS PROCESS ANALYSIS AND DESIGN

EXAM VENUE:

STREAM:

DATE: Dec 2016

EXAM SESSION:

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) Explain in depth the meaning of Business Process analysis and design { 2 marks}
- b) Identify key factors that would enable an organization to successfully implement a major new information system. {6 marks}
- c) As system developer you are required to integrate modern technology into a legacy system, discuss any FOUR necessary steps required in business modeling and design {8 marks}
- d) List and Explain any Two Major Forms of Conversion from an old system to a new system {4 marks}
- e) In Conversion of a system from old to new systems form, the system engineer has to maintain the business standard design, Explain the following citing their role in the conversions {4 marks}
 - i. Business Process Execution Language.
 - ii. Business Process Definition Metamodel.
- f) What is Information Systems architecture? Identify and describe the four factors that are included in IT architecture. {6 marks}

QUESTION TWO [20 MARKS]

- a) Explain any Five Basic Tools used for Process Design {5 marks}
- b) Important elements in managing processes are critical for the success of success of the business Discuss with respect to this elements {5 marks}
- c) Explain BPM design Patterns {4 marks}
- d) Change Management is one of the biggest challenge in Information Systems implementation process. Explain the factors that may be considered to make implementation of the system easier to deal with {6 marks}

QUESTION THREE [20 MARKS]

- a) Discuss Leventhal's Framework for Business Process Reengineering(BPR) by citing its importance {6 marks}
- b) Information systems planning involves several planning activities Which are critical in the developing of such systems Discuss Four of such activities {8 marks}
- c) Why is change management an important aspect to running a successful business? {6 marks}

QUESTION FOUR [20 MARKS]

- a) With the aid of a diagram explain information systems architecture {10 marks}
- b) Explain Factors that would enable successes of Business Process Reengineering (BPR) {5 marks}
- c) List instances of five critical success factors in a properly managed systems change 5 marks}

QUESTION FIVE [20 MARKS]

- a) Using an illustration discuss Business Process Reengineering 's framework's according to :
 - i. Robert's Framework for BPR {2 marks}
 - ii. Cross, Feather & Lynch {2 marks}
 - iii. Lowenthal's {2 marks}
- b) Explain any two tools that can be used for Business Process Design {4 marks}
- c) Discuss the business Strategic Opportunities Matrix {10 marks}