# JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

## UNIVERSITY EXAMINATION

## FOR THE DEGREE OF MASTER DEGREE IN INFORMATION SYSTEMS

## 1ST YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR

## KISUMU CAMPUS

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**COURSE CODE:** MBA 801

**COURSE TITLE:** MANAGEMENT INFORMATION SYSTEMS

**EXAM VENUE:**                            **STREAM: (IIS)**

**DATE:**                                   **EXAM SESSION:**

**TIME: 2.00 HOURS**

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**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 20 MARKS**

Many organizations today are in the process of implementing crucial management information systems. Discuss the strategic business objectives of MIS with regard to (a) New Products, Services and Business Models, (b) Services and Business Models, (c) Improved Decision-making, and (d) Competitive Advantage and Survival. **[20 Marks]**

**QUESTION TWO 20 MARKS**

County Governments' of Kenya are the new development frontiers having received key development functions such as Health, Agriculture, Waste Management and Management of towns. Based on discussions done in class, discuss with examples, key Management Information Systems the devolved units can adopt to enhance their service delivery. **[20 Marks]**

**QUESTION THREE 20 MARKS**

Complex IT systems are integral to the functioning of our society. They contribute to the design, production and delivery of innumerable products and services that we encounter as we live, learn, work and play, and their significance will inevitably increase in coming years. Yet horror stories of colossal IT project failures hit the headlines on what seems like a daily basis. If you define failure as the total abandonment of a project before or shortly after it is delivered, and if you accept a conservative failure rate of 5 percent, then billions of dollars are wasted each year on IT projects. With examples, discuss ten reasons why a good number of software projects fail especially in developing countries like Kenya. **[20 Marks]**

**QUESTION FOUR 20 MARKS**

You are a member of a 30 person systems development department in a new IT services company. The IT Manager is a very experienced professional with many years experience of leading IT change and new product development. You are one of four IT Project Managers in the department. The rest of the IT department is made up of people from a variety of other IT companies who have been recruited for their knowledge of programming, database design and networking. Your first assignment is a project to develop a new online booking system for a travel company. This is your

biggest and newest client. The project will involve elements of design, coding, database creation and connectivity over a number of remote sites. You have been asked to estimate the effort involved in the project so that a successful and profitable bid can be made.

i). Describe FOUR estimating techniques that can be used on an IT project.          **[10 Marks]**

ii). Choose an estimating approach, from the ones you have identified above, suitable for the scenario above justifying your choice compared to the other approaches.          **[10 Marks]**


**QUESTION FIVE  20 MARKS**

Considering, *"**Factors affecting effective implementation of integrated financial management information systems (IFMIS) by the county governments of Kenya**",* analyze main reasons why implementation of IFMIS in Kenya has not been smooth.          **[20 Marks]**