



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
INFORMATION SYSTEMS
3rd YEAR 1st SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE : IIS 3311

COURSE TITLE : QUALITY AND PROFESSIONALISM IN THE IS INDUSTRY

EXAM VENUE : STREAM :

DATE : December, 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 the term housekeeping **(2 Marks)**
- b) Why is it a concern of many information system professionals? **(4 Marks)**
- c) Explain how systems can keep in good working conditions for considerably a long time. **(6 Marks)**
- d) You have been recruited by Jaramogi Oginga Odinga University of Science and Technology as a 'Director of ICT'. Describe how you will enforce physical and operational security of systems and information. **(8 Marks)**

QUESTION TWO 20 MARKS

- a) Information System business and industry required a broader range of skills. You are required to describe FIVE desirable employability skill required in IS Industry. **(10 Marks)**
- b) Discuss at least 3 Information Systems Professional Malpractices that a staff in IS firm can engage in. **(6 Marks)**
- c) Employees' ethical use of IT is an area of growing concern because of increased access to Personal computers, Corporate information systems and data and the Internet. Describe Common Ethical Issues for IT Users. **(4 Marks)**

QUESTION THREE 20MARKS.

- a) Describe FIVE effective notes taking system available. **(10 Marks)**
- b) Reading effectively requires approaching texts with a critical eye: evaluating what you read for not just what it says, but how and why it says it. Briefly outline critical reading strategies that you know. **(5 Marks)**
- c) When you want to communicate bad news, you need an indirect approach: Buffer the opening, sample rationale and bad news plus a goodwill closing. *Write a brief email* to communicate to a computer Lab Technician found stealing a mouse and a computer memory (RAM) chip in a computer lab of an organization you are heading that he has been sacked from the organization. N. B. The staff was the most hardworking technician that the organization has ever had! **(5 Marks)**

QUESTION FOUR 20MARKS

- a) Describe the following terms as used in Information System Industry.
 - a. Quality **(2 Marks)**
 - b. Professionalism **(2 Marks)**
 - c. Job Hunting **(2 Marks)**
- b) Integrity is a cornerstone of ethical behavior and professionalism in IS Industry. Describe at least three characteristics/ qualities of people with integrity. **(6 Marks)**
- c) Job seekers in Information Systems Industry can access to more vacancy information through the various means and increase the chance of getting employed. You are required to outline FOUR major ways of accessing vacancy information. **(8 Marks)**

QUESTION FIVE 20 MARKS

- a) Outline atleast FOUR (4) key issue one has to adhere to when writing an application letter or a resume. **(4 Marks)**

- b) Assume you have recently graduated with Bachelor of Business Information System from Jaramogi Oginga Odinga University of Science and Technology and you have seen an advertisement for a job vacancy of Equity Bank as a Graphic Design Assistant. You are required to apply for this vacancy by sending the following.
- i. Application Letter
 - ii. CV **(10 Marks)**
- c) Describe the term professional Code of Ethics in Information Systems Industry. **(2 Marks)**
- d) Discuss how computers have invaded people's privacy and what can be done. **(4 Marks)**