JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION

FOR THE DEGREE OF BACHELOR OF SCIENCE IN

BUSINESS INFORMATION SYSTEMS

1ST YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR

COURSE CODE: **IIS 3111**

COURSE TITLE: **INFORMATION SYSTEMS FUNDAMENTALS**

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

DATE: **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) Define information systems (4marks)

b) List the components of an information systems (4marks)

c) Name and explain any two input and two output devices of a personal computer (8marks)

d) What is Enterprise Resource Planning software (ERP) system (4marks)

e) Differentiate between open and close systems (4marks)

f) Differentiate between data and information (3marks)

g) How does Information Communication Technology (ICT) relate to the business performance (2marks)

QUESTION TWO 20 MARKS

a) Name and explain four roles of information systems in business today (12marks)

b) Define Customer Relationship Management (CRM) systems and outline 2 importance of CRM to the general management of a business (8marks)

QUESTION THREE 20 MARKS

a) Systems can be categorized based on four different basis, using a diagram, name and explain these categories (20marks)

QUESTION FOUR 20 MARKS

a) Name and explain four different types of information system in business today (12marks)

b) Describe 2 challenges of implementing Enterprise Resource Planning software (ERP) system (8marks)

QUESTION FIVE 20 MARKS

a) Explain 2 opportunities that managers in a wide range of organizations could exploit as they attempt to implement IT applications to add value to their businesses. (8marks)

b) Outline 3 reasons for adopting Enterprise Resource Planning software (ERP) system (6marlks)

c) A transaction Processing system is designed to process routine transactions efficiently and accurately, explain 2 examples of such transactions in any business senior (6marks)