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CPA PART II SECTION 4

CS PART II SECTION 4

CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 21 May 2021.   **Time Allowed: 3 hours.**

Answer any FIVE questions.   **ALL questions carry equal marks.**

QUESTION ONE

(a)   Explain each of the following terminologies as used in Information Communication Technology (ICT):

    (i)   Green computing.   (2 marks)

    (ii)   ICT compliance.   (2 marks)

(b)   Describe three principal duties of each of the following ICT personnel in an organisation:

    (i)   Webmaster.   (3 marks)

    (ii)   Chief information officer.   (3 marks)

(c)   Give three examples of each of the following:

    (i)   Technology ethics.   (3 marks)

    (ii)   Business ethics.   (3 marks)

(d)   With developments in end-user computing in many organisations, it has become increasingly necessary that organisations have information centres.

Required:
Highlight four key services provided by these centres.   (4 marks)
   (Total: 20 marks)

QUESTION TWO

(a)   In today's business landscape, Big Data has become the most valuable asset for any business. The ability to leverage Big Data is going to become increasingly critical in the coming years.

Required:
Discuss:

    (i)   Five advantages of Big data.   (5 marks)

    (ii)   Five disadvantages of Big data.   (5 marks)

(b)   Business firms and other organisations rely on information systems to carry out and manage their operations, interact with their customers and suppliers and compete in the market place.

With reference to the above statement, examine five main components of an information system.   (10 marks)
   (Total: 20 marks)

QUESTION THREE

(a)   Evaluate each of the following systems as used in management information systems:

     (i)   Knowledge management system.   (2 marks)

     (ii)   Supply chain management system.   (2 marks)

(b)   Distinguish between "technical approach" and "behavioural approach" to management information systems.   (4 marks)

(c)   Vithati, an information communication technology (ICT) expert at XYZ Company intends to write a report on the negative impacts of information systems to its users.

     Discuss three impacts she could include in her report.   (6 marks)

(d)   Explain each of the following types of system maintenance:

     (i)   Corrective.   (2 marks)

     (ii)   Adaptive.   (2 marks)

(e)   State two advantages of rapid applications development (RAD).   (2 marks)

(Total: 20 marks)

QUESTION FOUR

(a)   In the context of information security, explain the following terms:

     (i)   Confidentiality.   (2 marks)

     (ii)   Integrity.   (2 marks)

     (iii)   Availability.   (2 marks)

(b)   A systems analyst is a person who is aware of the system and guides the system development project by giving proper guidance.

     Analyse four skills that a systems analyst should possess.   (8 marks)

(c)   An operating system is the most basic software in a computer system.

     With reference to the above statement, examine six functions of an operating system.   (6 marks)

(Total: 20 marks)

QUESTION FIVE

(a)   (i)   Ethical issues are the abiding concerns of free societies everywhere. Information communication technology has heightened concerns, put stress on existing arrangements and made existing laws obsolete.

          With reference to the above statement, explain the term "ethics".   (2 marks)

     (ii)   Assess four technological trends responsible for the ethical stress in the society.   (8 marks)

(b)   Analyse three types of system evaluation.   (6 marks)

(c)   Explain two uses of multimedia technology.   (4 marks)

(Total: 20 marks)

QUESTION SIX

(a)   Define each of the following terms as used in management information systems:

     (i)   Value added network.   (2 marks)

     (ii)   Business strategy hierarchy.   (2 marks)

(b)   Distinguish between "centralised" and "decentralised" information systems.   (4 marks)

(c)   Modern banking environments have greatly benefited from developments in electronic data interchange (EDI) and Electronic funds transfer (EFT).

Required:
Differentiate between "EDI" and "EFT", citing how each contributes in improving business transactions.
                                                                                                    (6 marks)

(d)   Prototyping is gaining popularity as an alternative information system development strategy.

Required:
Summarise sequentially the six steps in prototyping.   (6 marks)
                                                                                            (Total: 20 marks)

QUESTION SEVEN

(a)   In an increasingly digital work culture, holding space for loved ones could be challenging. Striking a healthy work-life balance is a difficult challenge.

In the context of the above statement, discuss five strategies you could employ to achieve a work-life balance.
                                                                                                    (10 marks)

(b)   Many organisations are finding it necessary to use social media as a means of communicating with their customers. However, not all organisations have managed their use of social media successfully.

Required:
Suggest five essential guidelines for managing corporate social media in the context of management information systems.   (10 marks)
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