kasneb

CPA PART II SECTION 4

CS PART II SECTION 4

CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

THURSDAY: 28 November 2019.   Time Allowed: 3 hours.

Answer any FIVE questions.   ALL questions carry equal marks.

QUESTION ONE
(a)   You are the information systems manager for a new accounting software system that will provide monthly income statements to twenty local computer dealers.

   Required:
   (i)   Explain three roles of a systems architect during the implementation of the above system.   (3 marks)

   (ii)   Identify three types of processing controls in the accounting software system.   (3 marks)

   (iii)   Explain three ways the system could be used for gaining business competitive advantage.   (3 marks)

   (iv)   Evaluate three challenges that are likely to be encountered during the implementation process.   (3 marks)

(b)   Examine how the following security risks affect companies that have established e-commerce operations:

   (i)   Creation of counterfeit sites.   (2 marks)

   (ii)   Malicious alterations to websites.   (2 marks)

   (iii)   Unauthorised access to sensitive information.   (2 marks)

   (iv)   Denial of service.   (2 marks)
                                                                                                        (Total: 20 marks)

QUESTION TWO
(a)   Highlight five environmental factors that might exert considerable influence on the behavior of an information system.
                                                                                                                      (5 marks)

(b)   Describe five ethical principles of information management.   (5 marks)

(c)   Citing an example in each case, evaluate the following types of information as used in business for decision making:

   (i)   Strategic information.   (2 marks)

   (ii)   Tactical information.   (2 marks)

   (iii)   Operational information.   (2 marks)

(d)   Analyse two ways in which business intelligence systems help firms in making better decisions.   (4 marks)
                                                                                                        (Total: 20 marks)

QUESTION THREE

(a) Discuss three factors that need to be considered when selecting a network topology. (6 marks)

(b) Mega Company Ltd. has setup a voicemail service to support clients country-wide.

Required:

(i) Identify three ways in which the company would benefit from such a service. (3 marks)

(ii) Highlight three disadvantages of such a service to the customers. (3 marks)

(c) Describe four barriers against implementation of management information systems in organisations. (8 marks)

(Total: 20 marks)

QUESTION FOUR

(a) Highlight four factors that need to be considered when selecting a management information system. (4 marks)

(b) An organisation is intending to install an enterprise resource planning system (ERP).

Explaining the meaning of ERP, highlight four benefits to be derived by the organisation from the use of ERP. (6 marks)

(c) Nyasake Ltd. acquired an off-the-shelf package from "not-a-very-well-known" vendor. The package became problematic only after six months from the time of acquisition. The management of Nyasake Ltd. invited the vendor from whom they procured the package and demanded that the vendor quickly do the fixes for normal operations to resume.

After the vendor reported to have completed the fixes, operations resumed without any tests being performed. Two weeks later, operations nearly came to a standstill because of the software issues.

Required:

Examine five measures that should have been put in place before acquisition of the above package. (10 marks)

(Total: 20 marks)

QUESTION FIVE

(a) Assess six logical controls which could be instituted by a business to secure it from losing money through electronic fraud. (6 marks)

(b) Highlight two activities carried out at each of the following system development stages:

(i) System analysis. (2 marks)

(ii) System design. (2 marks)

(iii) System implementation. (2 marks)

(c) Evaluate four ways in which information communication technology (ICT) governance could assist an organisation in its strategic implementation. (8 marks)

(Total: 20 marks)

QUESTION SIX

(a) Suggest four benefits that might accrue to an organisation as a result of adopting cloud computing. (4 marks)

(b) Many people feel that information communication technology (ICT) has led to massive loss of jobs and retrenchment.

The truth of the matter is that ICT has also led to the creation of new jobs in business and industry.

Required:

Identify four such jobs that have been created by ICT. (4 marks)

(c) Explain three challenges of implementing copyrights for digital products on the internet. (6 marks)

(d) Examine three ways through which intranets could add business value to an organisation. (6 marks)

(Total: 20 marks)

QUESTION SEVEN

(a)   Distinguish between "business ethics" and "technology ethics" as used in management information systems. (4 marks)

(b)   Explain the following terms as used in e-commerce:

    (i)   Digital marketing.   (2 marks)

    (ii)   Digital goods.   (2 marks)

(c)   Bidi Company is planning to attain ISO certification by the end of the financial year 2020. The core business processes are repetitive and hence monotonous thus affecting the output.

    Required:
    Assuming that you are a senior information system officer in this company:

    (i)   Suggest the most appropriate approach you would use through information communication technology (ICT) to change the business processes hence improve output.   (2 marks)

    (ii)   Describe two disadvantages of the approach you have identified in (c) (i) above.   (2 marks)

(d)   (i)   Explain the term "socio-technical systems" as used in management information systems.   (2 marks)

    (ii)   Describe three characteristics of socio-technical systems.   (6 marks)
                                                 (Total: 20 marks)

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