



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA
A. M. E. C. E. A

P.O. Box 908
30100 Eldoret - Kenya
Telephone: 0728458276
Fax: 254-20-891084
Email: academics@cuea.edu

GABA CAMPUS – ELDORET
MAIN EXAMINATION
SEPTEMBER – DECEMBER 2021 TRIMESTER
SCHOOL OF BUSINESS
BACHELOR OF COMMERCE
DEPARTMENT OF ACCOUNTING AND FINANCE
CIS 311: MANAGEMENT INFORMATION SYSTEMS

Date: December 2021	Duration: 2 Hours
Instructions: Answer Question ONE and any other TWO Questions	

QUESTION ONE

- a) Explain the term MIS in the correct information systems terms. **(2 Marks)**
- b) Discuss in details to critically examine any four reasons why managing information systems and technology are of a great matter to managers. **(8 Marks)**
- c) Information technology infrastructure is a set of firmware services budgeted by management and comprising both human and technical capabilities. These infrastructures refer to the total makeup of the systems used, computer and even telecommunication technology used. Outline the different types of information technology infrastructure. **(5 Marks)**
- d) Describe the types of Management information systems **(12 Marks)**
- e) Enlist any three major challenges of creating and managing a good IT infrastructure for management information systems. **(3 Marks)**

QUESTION TWO

- a) Discuss Enterprise Resource Planning(ERP) as a major tool of management **(10 Marks)**

- b) Describe the three levels of management that information systems can serve. **(6 Marks)**
- c) Highlight any two technologies and tools for security control. **(4 Marks)**

QUESTION THREE

- a) With the use of a simple diagram, discuss in details about the different types of information systems stating at least two roles of each system, in a way an organization expedite their decision making processes. **(8 Marks)**
- b) Discuss the components of management information system **(6 Marks)**
- c) Describe issues emerging in information technology **(6 Marks)**

QUESTION FOUR

- a) Explain on the term “Information systems.” **(2 Marks)**
- b) Give the reasons why an organization should adopt management information systems for decision making **(10 Marks)**
- c) Discuss E-Commerce and describe the management strategy of implementing E-Commerce. **(8 Marks)**

QUESTION FIVE

- a) Define information security? **(3 Marks)**
- b) State why it is necessary to secure information **(6 Marks)**
- c) Briefly describe business intelligence **(6 Marks)**
- d) What is the importance of business intelligence? **(5 Marks)**

END