THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF ACCOUNTING AND FINANCE

SCHOOL FOCUSED   PROGRAMME

CIS 111: INTRODUCTION TO INFORMATION TECHNOLOGY

Date: JULY 2016	**Duration: 2 Hours**
INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions	

Q1.   Provide a concise and brief overview of a microcomputer hardware and software system configuration, citing examples as appropriate.   (**20 marks**)

Q2.   a)   However complex real world computer networks are, we have at least FOUR components in the network system (also known as the network communications model) that support network operations. List the four components and briefly describe the functions of each, providing an example of an associated technology for each.   (**8 marks**)

b)   Catholic University is gradually implementing an information communication technology (ICT) platform by setting up LANs and connecting to WANs and the Internet. Briefly describe with appropriate examples how the ICT can enable CUEA to achieve the following objectives:
   i)   Operational excellence
   ii)   Providing new products and/or services
   iii)   Improved decision making
   iv)   Customer intimacy   (**4 marks**)

c)   An organization's website is not be designed to please the organization's management but rather to make the customer/client happy. What features would you like to see in the CUEA's website that will make your interaction

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with the site a satisfying experience? Provide at least FOUR features.
(**4 marks**)

d) How can an organization protect its networked resources? Briefly explain at least FOUR ways to provide the protection (**4 marks**)

Q3. a) The manager of the computer lab in your school is trying to come up with guidelines of what is considered to be 'unethical use' of computer systems. Briefly describe SIX likely elements of such a guideline.
(6 marks)

b) Ergonomics refers to the interaction of people and machines in the work environment and therefore a good ergonomic design considers tools, tasks, the work station and the environment. Briefly elaborate on the considerations of a good ergonomic design. **(4 marks)**

c) Assume that you are to audit a computerized processing information system to assess whether it is functioning properly and meeting standards and objectives. Provide FOUR areas you would investigate or assess in your audit of a computerized processing information system. **(4 marks)**

d) Provide a checklist of THREE factors for each apart from cost that you would consider when purchasing the following microcomputer components
i   Computer hardware **(3 marks)**
ii Computer software **(3 marks)**

Q4. a) Imagine you are a vendor / supplier of computerized information systems and accessories. What addition services and / or products will you offer your customers apart from a competitive price, in order for them to pick you as the vendor of choice? Provide at least SIX different customer oriented strategies that you can use to lock in customers **(6 marks)**

b) Write short notes on the following IT-related concepts
i   The advantage of having more RAM than less in your computer
(2 marks)

ii The advantages of acquiring a software suite rather than purchasing individual application software programs for your applications. **(2 marks)**

c) Read the following passage and respond to the tasks / questions that follow.

David Karim is the inspector of schools in Isiolo County. His staff consists of a business manager who performs all the accounting for the county and manager the budget; a manager of pupil and personnel services who maintains enrolment

and test score data; and two secretaries. The secretaries are in charge of the inspector's appointments and correspondence with county staff and parents. The county office has a terminal connected to a computer system that maintains student enrollment data and prints mailing lables. Otherwise all work is performed using calculators, electric typewriters or pen and pencil.

Required
Identify the functions that should be computerized in Mr. Karim's office and mention the types of the leading general application microcomputer packages that can support the functions performed by the inspector and his staff.

(10 marks)

END

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