



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

MAY – JULY 2015 TRIMESTER

FACULTY OF COMMERCE

MBA PROGRAMME

CIS 511: INFORMATION SYSTEMS FOR MANAGERS

Date: JULY 2015

Duration: 3 Hours

INSTRUCTIONS: Answer ALL Questions

Q1. Read the case study and answer the questions below:

- a) According to the case, what problems are hospitals and physicians encountering in diagnosing diseases and prescribing medications. **(4 marks)**
- b) What management, organization and technology factors are responsible for these problems. **(6 marks)**
- c) Are CPOE and DDS systems appropriate solutions? Why or why not? **(6 marks)**
- d) What management and technology issues are involved in the use of these systems. **(8 marks)**
- e) What obstacles prevent computer systems from improving the medical industry. How can these obstacles be removed. **(6 marks)**

- a) Considering the company as a barrier system, explain four characteristics of systems with example from computer retail store. **(8 marks)**
- b) Using illustrations from computer retail stores, distinguish between positive and negative feedback as per stock analysis data management decisions. **(12 marks)**

- Q3. Systems implementation in most organizations faces resistance by users and can lead to failure of the systems being implemented.
- a) What are the reasons why employees resist change. **(10 marks)**
 - b) What are the strategies for management of change in an organization. **(10 marks)**
- Q4. Prototyping approach is an alternative system development approach that an organization can use to develop systems that meet user requirements
- a) Briefly define prototyping. **(5 marks)**
 - b) How is prototyping used to effectly develop a system that meet user requirements. **(6 marks)**
 - c) What are the limitations of prototyping approach? **(4 marks)**
- Q5. Most organizations are increasingly facing information systems security challenges. There is an increasing level of cybercrime in Kenya. What are the countermeasures to the following security threats?
- a) Unauthorized access to computer systems.
 - b) Programs attack/malicious code.
 - c) Accidental loss of data/information.
 - d) Physical theft of computers/equipment.
 - e) Natural disasters eg fire, flood, earthquakes. **(15 marks)**

END