# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

## A. M. E. C. E. A

## MAIN EXAMINATION

## AUGUST - DECEMBER 2018 TRIMESTER

## FACULTY OF COMMERCE

## MBA REGULAR / EVENING / ODEL PROGRAMME

## CIS 510: INFORMATION SYSTEMS FOR MANAGERS

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| **Date: DECEMBER 2018** | **Duration: 3 Hours** |
| **INSTRUCTIONS: Answer Question ONE and any other THREE Questions** | |

**Read the Case and answer Question One.**

Q1.   a)   Compare Thermos's experience with an application software provider with the experience of Resort.Com                                    **(5 marks)**

b)   What management organization and technology factors account for the ease with hosted software service of Thermos than Resort.Com **(5 marks)**

c)   If your company was considering using an application service provider what management organization and technology factors should be addressed when making your decision?                              **(10 marks)**

Q2.   **Business process reengineering** (**BPR**) is the analysis and redesign of workflows within and between enterprises in order to optimize end-to-end **processes** and automate non-value-added tasks.
   a)   Explain using a functional unit of an organization the BPR steps involved for successful reengineering of the business processes
                                                        **(14 marks)**

   b)   What are some of the organizational challenges that may make BPR not to work                                        **(6 marks)**

Q3.   Development for an organization system requires management understanding of the business processes involved and the problems inherent in the system for

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development team to prescribe the best system for the organization and facilitate Management/user involvement.

     a) Explain briefly the stages involved in system development life cycle approach **(14 marks)**

     b) What are the strengths of system development life cycle in relation to the prototyping approach **(6 marks)**

Q4.   Systems have controls that regulate their behavior, using information obtained through feedback. The major feedback controls are:

       Negative Feedback
       Positive feedback

Illustrate the diagram for each and using a practical example in business for each case, explain how the control system works and the cases when it's relevant to exercise the control systems. **(20 marks)**

Q5.   a)   When sourcing a suitable computer software, managers are usually in a dilemma on the suitable source of software: What are the advantages and disadvantages of sourcing software as a packaged off the shelf software vis a vie developed software in-house. **(8 marks)**

     b)   Computer systems in an organization are prone to security threats and therefore management should devise security measure to thwart (prevent). Explain the countermeasures to the following security threats:
        i)   Unauthorized access to computer systems
        ii)  Accidental loss of data
        iii) Virus/malware attack
        iv) Physical theft of computers **(12 marks)**

**\*END\***

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