



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

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AUGUST – DECEMBER 2018 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER AND LIBRARY SCIENCE

REGULAR PROGRAMME

CMT 403: MANAGEMENT INFORMATION SYSTEMS

Date: DECEMBER 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) i) Explain the three basic components of Information Systems **(3 marks)**
- ii) With the help of a diagram show the classification of Information system. **(3 marks)**
- iii) Explain the three System Performance and Standards **(3 Marks)**
- b) i) What are the three levels of Information Systems can be used to support strategy? **(3marks)**
- ii) What is Open source movement? **(1 mark)**
- iii) Explain the two main types of access control. **(2 Marks)**
- c) i) With the help of a diagram illustrate the three levels of management **(3 marks)**
- ii) With the help of a diagram explain how decision making process is used as a component of problem solving process? **(2 Marks)**
- iii) What are the four phases of project management process? **(2 marks)**

- d) i) Explain the three importance of Information Systems in an Organization? **(3 marks)**
- ii) Explain the two key features of Transaction Processing Systems **(2 Marks)**
- iii) What are the three essentials why businesses rely on IS infrastructure? **(3 Marks)**
- Q2. a) Describe the five steps involved in customer buying process **(5 marks)**
- a) Explain the four components of Executive Information system or ESS **(5 marks)**
- c) A transaction is any event that passes the ACID test in which data is generated or modified before storage in an information system, explain the four ACID test that a transaction need to pass through **(5 marks)**
- d) Discuss the four components of Transaction Processing system **(5 marks)**
- Q3. a) Explain any of the six characteristics of DSS **(6marks)**
- b) Explain the six roles information technology plays in strategic management. **(6 Marks)**
- c) What are the four major guidelines that an organization has to consider in the process of looking for a software application? **(4 marks)**
- d) What are the four management challenges involved in building operating and maintaining information systems today? **(4 marks)**
- Q4. a) Explain the four general steps in Cost Benefit Analysis **(8 marks)**
- b) Describe the three Customer Relationship Management Components **(6 Marks)**
- c) What are the two approaches to measurement of system effectiveness? **(2 marks)**
- d) What protections are provided by a copyright? How do you obtain one? **(4 marks)**
- Q5. a) Explain any four challenges in information system planning **(4 marks)**

- b) Explain the four roles of Management Information Systems in Decision-Making. **(4marks)**
- c) Describe the four Transaction processing System cycles. **(8 marks)**
- d) Briefly define each of the three members of the information security triangle. **(4 Marks)**

END