



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2020 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER AND LIBRARY SCIENCE

REGULAR PROGRAMME

CMT 403: INFORMATION SYSTEMS MANAGEMENT

Date: APRIL 2020

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) i) What are the **TWO** main types of access controls? **(2 marks)**
ii) What is the difference between **batch processing** and **real-time transaction processing**? Give example of each of the processes. **(3 marks)**
iii) What are the **THREE** Requirements that Information Architecture is developed to meet? **(3 marks)**
- b) i) Explain the **THREE** types of analysis that decision support system performs? **(3marks)**
ii) What are the **THREE** goals of Transaction Processing System? **(3 marks)**
iii) Using **TWO** appropriate examples, discuss the purpose of Information System. **(2 Marks)**
- c) i) What the **FOUR** core project management activities? **(2 marks)**
ii) What are the **FOUR** management Information planning Methodologies? **(2marks)**
iii) What makes the lean methodology unique? **(2 marks)**

- d) i) Briefly explain the **THREE** Operations Support System (3marks)
- ii) What are the **FOUR** steps in risk management process? (2 Marks)
- iii) Discuss the **THREE** System Performance and Standards (3 Marks)
- Q2. a) Describe **FIVE** stages of framework that remains a good way to evaluate the customer's buying process. (5 marks)
- b) With the help of a diagram, illustrate decision making as a Component of Problem solving (5 marks)
- c) Explain the **FOUR** main measures of Operational Effectiveness (5 marks)
- d) Discuss the **FOUR** typical components of Transaction Processing system (5 marks)
- Q3. a) Discuss **FIVE** task Descriptions for Primary Activities of the Value Chain (5marks)
- b) Give **SIX** reasons why projects fail? (6 marks)
- c) Briefly discuss **FIVE** Strategies for determining MIS design (5 marks)
- d) Explain the **FOUR** Key features of the Strategic Information Systems? (4 marks)
- Q4. a) Discuss the **ACID test** that a transaction event has to pass through for data to be generated or modified before storage in information system (8 marks)
- b) Explain the **FOUR** components of a basic hardware needed for a typical Executive Information System (EIS) (4 Marks)
- c) Discuss with examples the **THREE** software resources (6 marks)
- d) What are the **FOUR** the purpose of the operation support system? (2 marks)
- Q5. a) Discuss the **FOUR** Characteristics of Decision-Support Systems (4 marks)
- b) Discuss the **THREE** classifications of management support system. (6marks)
- c) Discuss using examples the **THREE** Broad Types of Business Processes. (6 marks)
- d) Discuss **FOUR** Business Process Reengineering and Tools (4marks)

END