



**THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**

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**MAIN EXAMINATION**

**MAY – JULY 2019 TRIMESTER**

**FACULTY OF SCIENCE**

**DEPARTMENT OF COMPUTER AND LIBRARY SCIENCE**

**SPECIAL / SUPPLEMENTARY EXAMINATION**

**CMT 403: MANAGEMENT INFORMATION SYSTEMS**

**Date: JULY 2019**

**Duration: 2 Hours**

**INSTRUCTIONS: Answer Question ONE and any other TWO Questions**

**QUESTION 1**

a)

i) What are the **FOUR** Components of a system? (2 marks)

ii) State **THREE** purposes of the operation support system (3 marks)

iii) Identify **THREE** Importance of Information Systems in an Organization (3 marks)

b)

i) What are the **TWO** categories of Computer software? (2marks)

ii) What is the difference between data, information, and knowledge? (3 Marks)

iii) Briefly define each of the **THREE** members of the information security triangle. (3 Marks)

c)

i) Define business process (2 marks)

ii) Define Competitive Strategy (2marks)

iii) Name **TWO** advantages of using a data warehouse. (2 marks)

d)

i). Explain the **THREE** Fundamental Roles of Information Systems in Business (3marks)

ii). Explain the **THREE** System Performance and Standards (3 Marks)

iii) What does it mean for a business to have a competitive advantage? ( 2 Marks)

Q2

a) Describe the **FIVE** steps involved in customer buying process (5 marks)

b) What are the **FOUR** components of Executive Information system or ESS? (4 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 (6 marks)

Q3

a) What are the **SIX** characteristics of DSS? (6marks)

b) Discuss 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) Describe the **FOUR** Out Put of Management Information System (4 marks)

Q4

a) Explain **FOUR** general steps in Cost Benefit Analysis (8 marks)

b) Describe the **THREE** Customer Relationship Management Components (4 Marks)

C) Discuss **TWO** Types of Evaluations for System Effectiveness? (4 marks)

d) What are the **FOUR** classifications of DSS components? (4 marks)

Q5

- a) Identify the **FOUR** main categories of access control (4 marks)
- b) What are the **FOUR** roles of Management Information Systems in Decision-Making? (4 marks)
- c) Explain the **FOUR** Transaction processing System cycles. (8marks)
- d) What are the **FOUR** core project management activities? (4 Marks)

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