



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

P.O. Box 62157

00200 Nairobi - KENYA

Telephone: 891601-6

MAIN EXAMINATION

JANUARY – APRIL 2019 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF ACCOUNTING AND FINANCE

REGULAR / ODEL PROGRAMME

CIS 311: MANAGEMENT INFORMATION SYSTEMS

Date: APRIL 2019

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

Q1. a) Cherono was tasked by top management to create an MIS system for their company **ziko** enterprises. Cherono was the CEO for **Ziko** for the last two years. Before that she held a mid-level position in the finance division. She became the CEO having grown through ranks from the finance position to various managerial positions in other departments, and finally to the CEO position in this company. The system to be developed was to serve the whole organization and support all their business processes, and the development proposed was in-house development.

Required.

1. Describe the steps or process that Cherono needed to undertake in the development of this new system at **Ziko**. **(10 Marks)**
2. Provide a briefing paper for the **Ziko** top management that highlights the major benefits and risks of in-house development. **(5 Marks)**
- b) What are complementary assets? Why are complementary assets essential for ensuring that information systems provide genuine value for an organization? **(5 Marks)**
- c) To implement an effective MIS in your organization one has to know the type of organization structure. List five organization structures and give an example of information systems that can work in each organization structure.

Marks)

- d) Discuss the concept of reciprocal relationship that organizations have with their environments. **(5 Marks)**
- Q2. a) Identify five mediating factors affecting the two-way relationship between organizations and information technology. From the factors you have identified which two factors in your opinion are least amendable to management influence? Support your answer. **(10 Marks)**
- b) Explain why are information systems vulnerable to destruction, error and abuse? **(5 Marks)**
- c) What is **Management information Systems**? **(2 Marks)**
- d) What is the impact of information systems to organizations? **(3 Marks)**
- Q3. a) With the aid of suitable examples, explain the difference between functional requirements and non-functional requirements, and why both are essential for the successful development of an MIS. **(5 Marks)**
- b) "In a corporate environment, an enterprise-wide Management Information System is a hacker's dream." With reference to FOUR examples, discuss the extent to which you agree or disagree with this statement. **(10 marks)**
- c) What ethical, Social, and political issues are raised by information systems? **(5 Marks)**
- Q4. a) Write brief notes on Porter's value chain competitive forces models and include in your answer how these models are used by organizations using management information systems to obtain competitive advantages. **(10 Marks)**
- b) What specific principles for conduct can be used to guide ethical dimensions? **(5 Marks)**
- c) Explain what are the challenges of managing IT infrastructure and management solutions? **(5 Marks)**

END