



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2019 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER AND LIBRARY SCIENCE

REGULAR PROGRAMME

CMT 403: MANAGEMENT INFORMATION SYSTEMS

Date: APRIL 2019

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) i) What is Management Information system? **(2 marks)**
- ii) Explain what an ERP system does. **(2 marks)**
- iii) Explain three reasons why Information Systems is important in an Organization? **(3 marks)**
- b) i) What are the four purposes of the operation support system ?
(2marks)
- ii) What is the difference between **data, information, and knowledge?** **(3 Marks)**
- iii) Briefly define each of the three members of information security triangle. **(3 Marks)**
- c) i) The value of Information is directly linked to how it helps decision makers achieve their organization's goals. What are the two ways that value of information can be measured? **(2 Marks)**
- ii) Explain the three System Performance and Standards **(3 Marks)**
- 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) Discuss three roles of IT in Strategic Management **(3 Marks)**
- iii) What are the four main categories of access control? **(2 Marks)**
- Q2. a) What are the six IT Infrastructure Management and their Challenges? **(6 marks)**
- b) What are the four Key features of the Strategic Information Systems **(4 marks)**
- c) Describe five Management challenges involved in building, operating and maintaining information systems today **(5 marks)**
- d) Using the right reporting tools and having the appropriate reporting procedures in place help IT departments to drive value. Explain the five key reasons why IT reporting is important for a business. **(5 marks)**
- Q3. a) Explain four characteristics of MIS? How do MIS differ from TPS and DSS? **(6marks)**
- b) Describe the three roles of Management Information Systems in Decision-Making **(6 marks)**
- c) Explain the four activities that composes a typical transaction processing system **(4 Marks)**
- d) What is the difference between Batch processing and Real-time transaction processing? Give examples for each of them **(4 marks)**
- Q4. a) Explain the two approaches to measurement of system effectiveness **(4 marks)**
- b) What are the four challenges in Information system planning? **(4 marks)**
- c) Describe the five basic objectives of Management Information Systems (MIS) **(5 Marks)**
- d) Describe the four phases in project management process **(7 Marks)**
- Q5. a) Discuss the four components of Transaction Processing system **(4 marks)**

- b) 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 **(6 marks)**
- c) Explain the six roles information technology plays in strategic management. **(6 Marks)**
- d) Explain the four major guidelines that an organization has to consider in the process of looking for a software application **(4 marks)**

END