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A Dynamic Centre of Academic Excellence

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

**UNIT CODE/NAME: BBIT 412: MANAGEMENT INFORMATION
SYSTEMS**

January– April 2021/2022 Special/Supplementary Exams - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

a) Define the following terms

(10 Marks)

- i. Data
- ii. Data Flow Diagram
- iii. Sensitivity Analysis
- iv. Confidentiality
- v. Integrity

b) Briefly explain the THREE methodologies adopted to determine requirements when developing Management Information Systems

(6 Marks)

c) Discuss the FOUR types of Enterprise Application Integration (EAI)

(8 Marks)

d) Business intelligence has evolved from decision support systems and gained strength with technology and the Internet. Discuss some of the capabilities offered by Business Intelligence Systems (BIS)

(6 Marks)

QUESTION TWO

a) Define the following terms as used in Information Systems, explaining how they work

(10 Marks)

- i. ERP
- ii. CRM

iii. DSS

iv. KMS

v. CMS

- b) Information systems process data in order to create information that can aid in decision making. Briefly discuss why one would use Interviews to collect data and not questionnaires

(3 Marks)

- c) Information Systems have benefits but also challenges when implemented. Discuss the two Management challenges encountered with the implementation of information systems in an organization

(2 Marks)

QUESTION THREE

- a) Information Systems depend on Multi – dimensional information in order to help managers make the right decisions. Briefly summarize EIGHT logical foundations for Information Systems.

(8 Marks)

- b) From a business perspective there has been a huge shift towards increasingly automated(computerized) business processes and communication, since they help in achieving efficiency in accounting and other business processes. Discuss some of the functionalities information systems accomplish.

(7 Marks)

QUESTION FOUR

- c) Briefly discuss the FOUR main dimensions or elements of information quality

(8 Marks)

- d) Differentiate between the following terms

(7 Marks)

i. Planning information and Knowledge information

ii. Information System and Management Information System

iii. Knowledge and Wisdom

QUESTION FIVE

- a) Describe any **FOUR** data collection tools

(8 Marks)

- b) Explain the strengths, weaknesses and a suitable application area of each of the tools you have described in (a), above

(7 Marks)