



SCHOOL OF PROFESSIONAL STUDIES

CERTIFICATE/DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

UNIT CODE: DCT 168/CIT 112, UNIT NAME: MANAGEMENT INFORMATION SYSTEMS

September – December 2018/2019 End Semester Exam - Time: 2 Hours

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

QUESTION ONE

- a) Elaborate on the term “Management Information System” (2 marks)
- b) Define the following terms in the context of information systems: (10 marks)
 - (i) System
 - (ii) Information
 - (iii) Information system
 - (iv) Feedback
 - (v) Environment
- c) Differentiate between informal and formal system (4 marks)
- d) Differentiate between transaction processing system and decision support system (4 marks)
- e) Differentiate between closed systems and open systems (4 marks)
- f) Different levels of management require different kinds of systems in order to achieve its objectives: which type of a system would be required to achieve the following tasks: (4 marks)
 - (i) Track daily transactions

- (ii) Help in decision making
- (iii) Aid in Strategic Planning of an Organization
- (iv) Integrate different functions of an organization
- g) What is meant by a feasibility study? (2 marks)

QUESTION TWO

- a) Defining the system changeover (3 marks)
- b) A system can be implemented in three strategies as follows. Give a brief detail on each (12 marks)
 - i. Parallel changeover
 - ii. Pilot changeover
 - iii. Direct changeover
 - iv. Phased changeover

QUESTION THREE

- i. Discuss the objectives of a management information system (10 marks)
- ii. Why would an organization like Scott Christian University need to have a management information? (2 marks)
- iii. Define the following elements of a system (3 marks)
 - a) Boundary
 - b) Input
 - c) Output

QUESTION FOUR

- a) Discuss the role of a management information system in an organization (10 marks)
- b) What is the difference between Data Processing and Information Processing? (2 marks)
- c) Emily was collecting data for an information system, as an MIS student help Emily by outlining three methods of data collection that Emily would use to gather reliable data. (3 marks)

QUESTION FIVE

- a) What do you understand by Information System? Discuss various types of Information systems. (6 marks)
- b) What is the function of Office Automation Systems (OAS) (2 marks)
 - a. Cite two examples of office automation systems (2 marks)
 - c) Outline any **five** characteristics of a quality information (5 marks)