



The Co-operative University of Kenya

END OF SEMESTER EXAMINATIONS APRIL-2019

**EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
INFORMATION TECHNOLOGY (YR I SEM II)**

UNIT CODE: BCIT 1203

UNIT TITLE: INTRODUCTION TO INFORMATION SYSTEMS

DATE: 25TH APRIL, 2019

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

Answer question **ONE** (compulsory) and any other **TWO** questions **Question one**

QUESTION ONE

- a) Explain the following as used in information systems, giving appropriate examples:
 - i. Outsourcing. (4 marks)
 - ii. Facilities management. (4 marks)
 - iii. Business process re-engineering (4 marks)
 - iv. Explain any Six characteristics of a system (6 marks)
- b) Compare THREE different methods that can be used to install a new system. (6 marks)
- c) You are an IT manager within a software house. You have been asked to draw up a plan to provide security within the system you are developing. Describe what measures you can take to ensure that:
 - i. Your data is protected. (3 marks)
 - ii. Your IT equipment is secure. (3 marks)
- d) You have been appointed as Project Manager for a large hotel company which is opening a new hotel at a new holiday destination resort. Although they have an existing system used in their other hotels, a completely new system will be required to deal with room reservations and bookings for customers. It will need to provide an on-line (web-based) enquiry system as well as handling guests' reservations, guests checking in/out and payments.
 - i. Explain why a preliminary survey needs to be carried out when developing a large computer based system as described above.(4 marks)

QUESTION TWO

- (a) The use of multimedia is often seen as essential to the success of many websites. Discuss the guidelines you would recommend for the use of THREE different types of multimedia. (9 marks)
- (b) Explain the roles and responsibilities of the following systems personnel: (6 marks)
 - i. System analyst
 - ii. Database administrator
 - iii. Network administrator
- (c) Explain the role of continuous innovation in business redesigning (5 marks)

QUESTION THREE

- (a) Explain THREE types of multimedia elements. Discuss the advantages and disadvantages of each. (9 marks)
- (b) Explain any Three technologies that has made e-commerce to be a success (6 marks)
- (c) Explain any two attributes of an output from a system, giving relevant examples (5 marks)

QUESTION FOUR

- (a) Draw a diagram indicating how management information flows through a business organization. Identify the three main levels and the type of information and software typically used at each level. (6 marks)
- (b) Discuss and provide examples of how new technology could be used to give a competitive advantage to both small and large businesses. (4 marks)
- (c) Expert Systems have been touted as the ultimate information access solution for top level executives of organizations. However, these systems are not suited for all kinds of strategic decisions. Discuss using practical illustrations, the circumstances under which you would or would not recommend the design of such systems. (6 marks)
- (d) By using illustrations of your choice, describe virtual reality (4 marks)

QUESTION FIVE

The university is in the process of installing and integrated institution-wide information system known as Uniplus, designed to consolidate under one roof all the university data and information processing requirements in an integrated way.

- (a) Explain the system analysis activities carried out in the development of this system. (7 marks)
- (b) Explain the detailed design activities of the system development process. (7 marks)
- (c) Explain the legal and ethical challenges of the system. (6 marks)