The Co-operative University of Kenya

END OF SEMESTER EXAMINATION DECEMBER-2018

EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN FINANCE
UNIT CODE: CMFI 2103
UNIT TITLE: INTRODUCTION TO INFORMATION SYSTEMS

DATE: DECEMBER, 2018 **TIME:**

INSTRUCTIONS:

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

QUESTION ONE

United parcel service (UPS) started out in 1907 in closet – sized basement office. Jim Casey and Claude Ryan – two teenagers from seattle with two bicycles and one phone – promised the "best service and lowest rates. "UPS has used this service formula successfully for more than 90 years to become world largest ground and air package- Distribution Company. It is global enterprise with more than 425,000 employees, 93,000 vehicles, and the world's ninth largest airline. Today, UPS deliver more than 15 million parcels and documents each day in the US and other 200 countries. The firm has been able to maintain leadership in small package delivery services despite stiff competition from FedEx and Airborne Express by investing in heavily in advanced information technology. UPS spends more than $ bullion each year in to maintain a high level customer service while keeping costs low and streamlining overall costs.

It all starts with a scannable bar code attached to a package which contains detailed information about the sender, destination and when the package should arrive. Customer can download and print their own labels using special software provided by UPS or by accessing the UPS website. Before the package is even picked up, information from the smart label is transmitted UPS computer centre from where it is sent to distribution centres and finally to the destination. Dispatchers at the UPS centres download the smart lable and use special softwares to identify the most appropriate rout for each parcel and each driver

UPS drivers use mobile services to download via wireless information about routes. Package tracking information is then transmitted to UPS computer networks for processing and storage

(a) Discuss THREE importance of computer systems to UPS and elaborate on how they can improve UPS productivity (6 marks)
(b) Discuss THREE ways in which UPS uses and applies ecommerce in its range of business (6 marks)
(c) Explain THREE ways on how the website helps UPS achieve its promise to offer the 'best service and lowest rates' (6 marks)
(d) Explain THREE major security threats that UPS is likely to face as a result computer system (6 marks)
(e) Discuss THREE management challenges that UPS may face as a result global operations (6 marks)

QUESTION TWO

(a) The continuing development and improvement of information technology has revolutionized today's business enterprise by changing the structure of the

organization, the nature of operations and the management process. Using relevant examples, discuss this statement (10 marks)

(b) Discuss the system development lifecycle noting its stages and advantages over development approaches (10 marks)

QUESTION THREE

(a) The trends towards distributed data processing and end user development can have significant effect on the structure and operation of information technology in an organization. Although the underlying trends and advantages are favorable, manager have to aware of potential problems. Discuss FIVE major problems would you envisage arising as a result of widespread end-user computing and how might such problems be avoided (10 marks)

(b) Discuss FIVE key management challenges involved in using and building information systems highlight the significance of the challenges. Illustrate your answers with valid examples (10 marks)

QUESTION FOUR

(a) Discuss the social, ethical and political issues raised by the use of information systems in today's organizations and explain how the three issues are related (8 marks)

(b) Your organization is planning to install a computer network to facilities its day to day running of business operations. Advise the management on three possible network topologies that it can adopt by describing the suitability of each in terms of cabling cost, fault tolerance, data redundancy and performance as the number of nodes increases (12 marks)

QUESTION FIVE

(a) Write short notes on the following issues in computer applications

i. E commerce (5 marks)
ii. Gloud computing (5 marks)
iii. Google applications (5 marks)
iv. Ethical issues (5 marks)