

UNIVERSITY EXAMINATIONS

1ST SEMESTER 2022/2023 ACADEMIC YEAR

**FOURTH/FIRST YEAR EXAMINATION FOR THE
DEGREES BACHELOR OF SCIENCE (COMPUTER
SCIENCE)/BACHELOR OF EDUCATION (ARTS)**

**COMP 412/BUST 111: MANAGEMENT INFORMATION
SYSTEMS**

STREAM: R

TIME: 2 HRS

DAY: THURS [11.30AM – 1.30PM] DATE: 08/12/2022

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

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QUESTION ONE

(30 MARKS)

(a) Computers, and particularly networked systems, have become as necessary a part of life as mobile phones. The functionality they bring to home and office environments is now taken for granted as a part of daily life. As the world moves toward becoming a paperless society, the information stored and handled in the computing environment becomes more critical to that lifestyle. Proper operation, support and integrity of computing assets is regarded as being as important as that of the telephone system in most countries today. Management information System administrators, under any title and whether or not they are members of a professional organization, are relied upon to ensure proper operation, support and protection of those computing assets. Unlike most previous technological advances, any problem with a computer system may negatively impact millions of people world-wide, thus such protection is more crucial than equivalent roles within other technologies. The ever-increasing reliance upon computers in all parts of society has led to system administrators having access to more information, particularly information of critical importance to the users, thus increasing the impact that any mis-step may have. The scope of the system administrator's responsibilities is wide. Users rely upon the advice, planning, maintenance and repair tasks performed, whether pro-actively or reactively performed. System administrators are expected to have a good understanding of what is available in the vendor world, and what the user community may require in the foreseeable future. he code sets forth commitments, responsibilities and requirements of members of the system administration profession within the computing community. As used within this document, the word 'users' applies not only to those computer-utilizing members of that computing community who call upon system administrators for support, but also to those system administrators, and even to management personnel who may not actually be using a computer. This requires EAI Explain as to why an EAI is an integration framework, a middleware, made of a collection of technologies and services that allows smooth integration of all such systems.

(12 Marks)

(b) What are the Characteristics of EAI?

(4 marks)

(c) Differentiate between Business Continuity Planning (BCP) or Business Continuity and resilience planning.

(4 Marks)

(d) Discuss most commonly Used Enterprise Applications.

(4 Marks)

(e) Multitude of applications comes under the definition of Enterprise Applications.

Briefly discuss the following applications

(10 Marks)

(i) Management information system (MIS)

(ii) Enterprise Resource Planning (ERP)

(iii) Customer Relationship Management (CRM)

- (v) Decision Support System (DSS)
- (vi) Knowledge Management Systems (KMS)

QUESTION TWO

(20 MARKS)

- (a) Explain the objectives of information processing (4 Marks)
- (b) Define the MIS (2 Marks)
- (c) Discuss the Characteristics of MIS (8 Marks)
- (d) With the aid a diagram discuss the Scope of MIS (6 Marks)

QUESTION THREE

(20 Marks)

- a) Discuss why an ERP is an integrated, real-time, cross-functional enterprise application, (10 Marks)
- b) Explain why an ERP is very helpful in MIS (4 Marks)
- c) What are main Features of ERP (6 Marks)

QUESTION FOUR

(20 MARKS)

- (a) Discuss CRM is an enterprise application (4 Marks)
- (b) Explain the Scope of CRM (4 Marks)
- (c) Differentiate **between** Programmed and Non-programmed Decisions Attributes of a DSS (4 Marks)
- (d) What are the Characteristics of a DSS (4 marks)
- (e) Discuss the Components of a DSS (4 Marks)

QUESTION FIVE

(20 MARKS)

- (a) Differentiate between Information and Data (2 Marks)
- (b) Briefly explain why Strategic information is concerned with long term policy (4 Marks)
- (c) Discuss the term Tactical Information (2 Marks)
- (d) Discuss the metrics for assessing the quality of information and essential characteristic Features for information quality (8 Marks)
- (e) Highlight some of Services Provided by Enterprise Applications (4 marks)