

**KASNEB
CPA
MANAGEMENT INFORMATION SYSTEMS**

Wednesday: 27 May 2015.

Time Allowed 3 hours

Answer any FIVE questions

QUESTION ONE

- (a) Outline four strategic decisions which a developer of a management information system would consider in order to achieve the systems goals and objectives. (4 marks)
- (b) Summarize four measures that an organization could put in place to control electronic eavesdropping. (4 marks)
- (c) Digital divide is a major issue that public interest groups wish to eliminate in order to narrow down disparities.

Required:

- (i) Explain the meaning of the term "Digital divide". (2 marks)
- (ii) Identify two causes of digital divide (2 marks)
- (iii) Suggest two strategies that a country would take in order to minimize digital divide (4 marks)

- (d) Different approaches could be used to develop an information system

Required:

Identify four situations where rapid application development (RAD) could be used (4 marks)

QUESTION TWO

- a) Suggest how a business could overcome the following challenges of e-commerce:
 - i. Payment fraud (2 marks)
 - ii. Lack of visitors to the business website (2 marks)
- b) In relation to information system product protection, explain the importance of the following laws:
 - (i) Copyright law (2 marks)
 - (ii) Trade mark protection law (2 marks)
- c)
 - i. Outline six benefits of closed software (6 marks)
 - ii. Citing two examples highlight four benefits of "bundled" software (6 marks)

QUESTION THREE

- (a) The management of orient enterprises is disappointed with the performance of the business. They have been advised to initiate business process re-engineering (BPR).

Required:

- (1) Advise the management of Orient enterprise on the steps involved in business process re-engineering (4 marks)

(2) Outline six challenges the management is likely to encounter during business process re-engineering (6 marks)

b) Enumerate five quality thresholds of an enterprise resource planning (ERP) system (5 marks)

c) Summarize five roles of supply chain information system management (5 marks)

QUESTION FOUR

Many organisations are taking up development of management information systems (MIS) to cope with the changing business environment

Required:

(a) Analyse five forces that could drive an organisation towards implementing management information systems (MIS). (10 marks)

(b) Evaluate five barriers towards implementation of MIS in an organisation (10 marks)

QUESTION FIVE

There is a little doubt that information communication technology (ICT) has changed the traditional model of doing business. Critical to this change is the growth of rich functionality through m-commerce.

Required

(a) Explain the term "m-commerce" (2 marks)

(b) Analyse five reasons for the slow uptake of m-commerce (10 marks)

(c) Discuss four legal challenges faced by m-commerce (8 marks)

QUESTION SIX

(a) The information system manager of **ABE Ltd** has recommended installation of computer network in the company's new offices. The management of the company is not yet convinced on the benefits of the computer network

Advise the management on six benefits to be derived from installing the network (12 marks)

(b) Explain the following branches of ethics in relation to information systems:

(I) Descriptive ethics (2 marks)

(II) Applied ethics (2 marks)

(III) Normative ethics (2 marks)

(IV) Meta - ethics (2 marks)

QUESTION SEVEN

(a) **BIP Ltd.** is a large software vendor who has been operating in a very competitive business environment

Using Porters model, explain how the company could overcome the competition and thrive in such an environment (15 marks)

(b) Outline five factors that could help an organization develop an effective information system strategy (5 marks)