CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMPUTER SCIENCE AND MANAGEMENT SCIENCE

COSC 472: STRATEGIC INFORMATION SYSTEMS

STREAMS: **TIME: 2 HOURS**

DAY/DATE: FRIDAY 24/09/2021   **2.30 P.M – 4.30 P.M**

INSTRUCTIONS

1. Answer **all questions** in section A and any other **two questions** from section B.
2. No Reference Material is allowed in the exam Room.
3. Write legibly.

SECTION A (COMPULSORY)

QUESTION 1 (COMPULSORY) [30 MARKS]

a) Explain STROBE (structured Observation of the Environment) method of data collection, hence outline FOUR areas that the observer is likely to focus on.

(5marks)

b) Discuss why an organisation would opt to buy their information system instead of in-house development. (4marks)

c) Outline FOUR intelligent information that can be provided by ESS in business

(4marks)

d) Outline FIVE benefits of the internet in propelling information systems

(5marks)

e) Explain FOUR reasons that would necessitate a business to develop a new information system (4marks)

f) Nanotechnology is a technology that is really beneficial to Strategic information systems. Discuss how Nanotechnology could be beneficial to MIS. (3 marks)

g) Explain FIVE reasons for securing Information systems. (5marks)

SECTION B (Answer **two question** from this section)

QUESTION 2 [20 MARKS]

    a) Describe TWO systems that are usable in operational level of MIS.   (4marks)

    b) Name FOUR antiviruses that are available in the market that could be used in safeguarding MIS.   (4 marks)

    c) A certain business venture developed a customer relationship management system in order to keep in touch with their customers. Outline SIX benefits of this system to the firm.   (6 marks)

    d) Explain THREE types of security controls for MIS   (6marks)

QUESTION 3 [20 MARKS]

a) Explain THREE classification of information systems, naming an example in each classification   (6marks)

b) Describe THREE file conversion approaches that can be employed during conversion from old to new system.   (6marks)

c) Outline THREE information security policies.   (6marks)

d) Explain TWO advantages of batch data processing systems   (2marks)

QUESTION 4 [20 MARKS]

    a) Differentiate between the following terminologies as used in MIS.   (8marks)
        i) Content management system vs business intelligent system
        ii) Flash disk vs compact disk
        iii) Computer virus vs malware
        iv) Information system vs management information system

    b) Decision making is an aspect of management in MIS. Outline the process of decision making in MIS.   (8marks)

    c) Outline TWO disadvantages of observation as a method of data collection   (4marks)

QUESTION 5 [20 MARKS]

    a) Businesses are integrating their systems regionally to enhance their business prowess. Discuss FIVE reasons why businesses need to integrate their systems.   (10marks)

b) Highlight FOUR measures that could be put into place to mitigate internet usage abuse in organizations. (4marks)

c) A certain organization, wanted to implement an effective contingency planning for their management information systems in case of emergencies. Explain three contingency planning components that could be put into place. (6marks)