061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/8/6

Manage Information System

July/August 2024

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. The paper consists of two sections: A and B
2. Answer ALL questions in Section A and any Three from section B
3. Marks for each question are indicated in the brackets
4. A separate answer booklet will be provided
5. Do not write on the question paper
6. Candidates should answer the questions in English

This paper consists of FOUR printed pages.

Candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: (40 Marks)

Attempt ALL questions from this section

1. During an information system installation, the management noted the system is having five major components. Describe TWO such components. (4 Marks)

2. Allan intended to acquire an information system for a company using leasing acquisition method. Outline FOUR advantages of this method. (4 Marks)

3. Techzy Company uses a transaction processing system in its operations to collect all the required data in the organisation. Identify FOUR examples of this system. (4 Marks)

4. Decision makers are tasked with making decisions based on different situation in an organisation. Distinguish between structured and unstructured decision in decision support system (4 Marks)

5. An Institution is carrying out perfective maintenance on its system. Explain TWO reasons for carrying out this maintenance. (4 Marks)

6. During a management meeting in Teck Company, the manager used an exception report. Outline FOUR uses of exception reports in management. (4 Marks)

7. A Company has been struggling with a failing ICT project which has been on-going for two years and the management is committed for it to run to completion. Outline FOUR causes of this failure. (4 Marks)

8. Legal issues in formation must be clearly stipulated in order to ensure the system is safe. Explain TWO such issues. (4 Marks)

9. Sazzy Company installed a knowledge work system (KWS) for use by the workers in the technical level. Highlight FOUR advantages this system. (4 Marks)

10. A Sacco intends to engage an ICT project manager for future projects in the organisation. Explain TWO roles that the manager would perform. (4 marks)

SECTION B: (60 Marks)

Answer any THREE questions in this section.

11. a. John, a manager is planning to conduct a training on processes involved in Information System within his company. Describe FIVE steps he would use in his plan.

(10 marks)

b. A business prefers using in-house software development acquisition method. Outline FOUR challenges they will encounter from the above-mentioned acquisition method.

(4 Marks)

c. There are new trends that are being adopted by organisations in areas of information system. Explain THREE such trends. (6 Marks)

12. a. Figure 1 shows organisational levels of management. Use it to answer the question that follows.
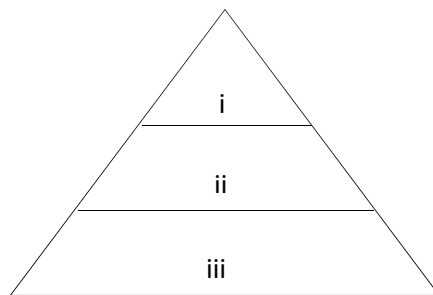

Figure 1

Describe the levels labelled i, ii and iii. (6 Marks)

b. Outline FOUR reasons for carrying out corrective maintenance in information systems. (4 Marks)

c. Saztech Company used a Gantt chart information system planning technique. Describe FIVE benefits of using this technique. (10 Marks)

13. a. A good information system is essential for smooth operation of a business. Outline FOUR qualities which a good information system must meet. (4 Marks)

b. Organisations are using expert systems to help them make judgement of complex situations. Describe FOUR characteristics of an expert system. (8 Marks)

c. Computer crimes in an information system is the illicit perpetrated through the use of computer networks. Explain FOUR such crimes. (8 Marks)

14. a. Reports are essential in monitoring of an information system functionality to help optimize its use. Describe each of the following types of reports a used in information systems. (4 Marks)

      i)   On demand

      ii)   Scheduled.

b. Discuss FIVE negative impacts of implementing the information system in a learning institution. (10 Marks)

c. Adaptive maintenance is a type of maintenance used to modify a software system to ensure its effectiveness within a changing environment. Explain THREE circumstances that could necessitate the system analyst to recommend the use of adaptive maintenance. (6 marks)

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