**061006T4ICT**

**ICT Technician Level 6**

**IT/OS/ICT/CR/08/6/A**

**Perform Management Information System**

**Nov. /Dec. 2022**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**PRACTICAL ASSESSMENT**

**INSTRUCTIONS TO CANDIDATE**

1. In this practical assessment, you are required to perform the following tasks:

**TASK 1:** Develop a system flow chart for the transaction processing system depicted.

**TASK 2:** Develop a context diagram

**TASK 3:** Develop a level 1 Dataflow diagram

1. You have **five** minutes to read through the instructions and check availability of resources.
2. You will be allocated **2 HOURS** to complete the practical tasks.
3. The assessor will record your performance at critical points using audio-visual means.
4. Any problem with the computer should be reported to the invigilator immediately.

***This paper consists of THREE (3) printed pages***

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

**You will be provided with the following resources:**

1. Computer
2. Installed with Microsoft word and a Diagram editor e.g. Dia software
3. Printer
4. Printing papers

**TASK 1**

Read through the case study provided and perform the task provided below**.** (20 Marks)

Auditor Forum allows its customers to access their blood test reports through Internet. At the time of payment, the system creates a unique user ID and password which is printed on the payment receipt. The customer is allowed to log on to Auditor Forum’s website on or after the specified date, to access the report. After logging on to the website the customer is required to input his email address after which the system automatically sends the test report to that email address.

After sending the email, the system automatically signs off the customer and displays the message: “Your report has been sent to your email address.”

If the customer tries to log on before the report receiving date, the system displays the message:

“Your report would be available on the date specified on your payment receipt.”  
The user ID and password is valid only for fifteen days after the date on which the report becomes available*.*

**Required:**

1. Create a folder called ***KNECEXAM*** on the desktop.
2. Open the diagram editor
3. Create a system flow chart for the above scenario from customer sign in to automatic sign off.
4. Save the document as **MIS** in the ***KNECEXAM*** folder.
5. Print the document using the printer provided.

**Read the following extract.**

**PERFECT PIZZA SYSTEM**

*PERFECT PIZZA* wants to install a system to record orders for pizza and chicken wing. When regular customers call *PERFECT PIZZA* on the phone, they are asked for the phone number. When the number is typed into a computer, the name, address and last order date is automatically brought up on the screen. Once the order is taken, the total, including tax and delivery charges is calculated. Then the order is given to the cook. A receipt is printed. Occasionally special offer coupons are printed so the customer can get a discount. Drivers who make deliveries give customer a copy of the receipt and a coupon (if any). Weekly totals are kept for comparison with last year’s performance.

**Required:**

**TASK 2:** Develop a context diagram (10 Marks)

1. Open the diagram editor
2. Design and Draw a context diagram for the above **PERFECT PIZZA SYSTEM.**
3. Save the document in the ***KNECEXAM*** folder.
4. Print your document

**TASK 3:** Develop a level 1 Dataflow diagram (20 Marks)

1. Open the diagram editor
2. Design and Draw a level 1 Dataflow diagram for the above **PERFECT PIZZA SYSTEM.**
3. Save the document in the ***KNECEXAM*** folder.
4. Print your document

**THIS IS THE LAST PAGE.**