

TEVETA

DIPLOMA IN COMPUTER STUDIES

LEVEL 6 EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATION

NOVEMBER/DECEMBER 2019

SUBJECT INFORMATION MANAGEMENT SYSTEM

TIME ALLOWED 3 HOURS

TOTAL MARKS 100

PASS MARK 50

INSTRUCTIONS TO CANDIDATES

1. Write the examination number and the National Registration Card Number on the answer booklet provided.

2. There are Seven (7) questions in this paper.

3. Attempt any five (5) questions of your choice.

4. Cell phones and programmable calculators are not allowed in the examination room.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

QUESTION 1

E-mail is becoming one of the most common form of communication, both for sending messages with the organisation and across the internet.

- (a) Discuss the impact of communication by e-mail an work practices (12 Marks)
- (b) Discuss situations where e-mail would NOT be an appropriate mode of communication. (8 Marks)

[Total: 20 Marks]

QUESTION 2

Explain the following information systems in the business enterprise

- (a) Enterprise systems (5 Marks)
- (b) Supply claim management system (5 Marks)
- (c) Customer Relationship Management System (5 Marks)
- (d) Knowledge Management System (5 Marks)

[Total: 20 Marks]

QUESTION 3

Explain the following Information System and their use in an organisation

- (a) MIS (5 Marks)
- (b) ESS (5 Marks)
- (c) GDSS (5 Marks)
- (d) DSS (5 Marks)

[Total: 20 Marks]

QUESTION 4

- (a) Explain the ethical representation an organisation has in relation to the gathering, storing and use of personal data relating to customers (10 Marks)
- (b) Explain the grapevine and its effects in organisations. (10 Marks)

[Total: 20 Marks]

QUESTION 5

(a) Discuss the e-commerce models.

(10 Marks)

(b) Discuss the electronic payment systems

(10 Marks)

[Total: 20 Marks]

QUESTION 6

(a) Describe an IT strategy

(4 Marks)

(b) Discuss four (4) reasons why it's essential for a modern organisation to match the IT strategy to business strategy

(16 Marks)

[Total: 20 Marks]

QUESTION 7 ✓

(a) Discuss the criteria for selecting hardware and software in an organisation. (6 Marks)

(b) Explain four (4) threats to Information Systems security. (8 Marks)

(c) Explain three (3) challenges of conducting business using e-commerce. (6 Marks)

[Total: 20 Marks]