

**THE TECHNICAL UNIVERSITY OF KENYA**

**FACULTY OF APPLIED SCIENCES & TECHNOLOGY**

**SCHOOL OF COMPUTING & INFORMATION TECHNOLOGIES**

**DEPARTMENT OF INFORMATION SYSTEMS & TECHNOLOGY**

**END OF SEMESTER EXAMINATION SERIES**

**SECOND SEMESTER EXAMINATIONS 2019/2020**

**THIRD YEAR EXAMINATIONS FOR THE DEGREE OF**

**BACHELOR OF TECHNOLOGY IN INFORMATION TECHNOLOGY**

**ECII 3208: INFORMATION SYSTEMS MANAGEMENT & AUDIT**

**DATE: APRIL 2020 TIME: 2 HOURS**

**INSTRUCTIONS TO CANDIDATES:**

This paper consists of FIVE questions.

Answer Question **ONE** [30 Marks]

Attempt any other **TWO** Questions from question **TWO** to **FIVE** [20 Marks] each

Write your College Number on each answer sheet

This paper consists of 5 printed pages

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

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**SECTION A: COMPULSORY QUESTION [30 MARKS]**

**QUESTION ONE [30 MARKS]**

1. Discuss the key differences between each of the following pairs of IS-related concepts:

1. Decision Support System (DSS) and Executive Support System (ESS) **[3 marks]**
2. Copyright and intellectual property as used in information systems ethics **[3 marks]**
3. Describe any **TWO** levels of management, explaining the differing information requirements at each level. **[4 marks]**
4. Simon (1977) defined decision making to comprise three phases; Intelligence, Design and Choice. With the aid of an example, explain the meaning of EACH of these phases. **[6 marks]**
5. Describe what is meant by a management information system (MIS). Give one example of how an MIS can be used. **[3 marks]**
6. Elbert intends to write a report on the causes of information systems failure in an organization. Explain **TWO** such factors that he would include in the paper **[4 marks]**
7. Security is an important component within any system. Describe **TWO** goals of information system security **[4 marks]**
8. Describe any **THREE** codes of professional ethics that members of ISACA certification are supposed to adhere to. **[3 marks]**

**SECTION B: (ATTEMPT ANY TWO QUESTIONS) [20 MARKS EACH]**

**QUESTION TWO [20 MARKS]**

Customer Relationship Management (CRM) systems are a key component of the information infrastructure for many organisations.

1. Explain **THREE** reasons why top management support is vital for ISM project proposals **[6 marks]**
2. Security controls can be classified into either general controls or application control. Discuss these two categories in detail giving examples where appropriate. **[4 Marks]**
3. Equator Ltd. is considering two available options with regards to acquiring their new I.S. The management has asked you for advice on whether they should modify the current organization processes to fit to an already existing software or they should modify the software to fit with their organizational processes. Required:
   1. Discuss **Three** factors that you would consider before advising them on which option to take. **[4 Mark]**
   2. Describe **Three** advantages and disadvantages of the option you would advise them to take. **[6 Mark]**.

**QUESTION THREE (20 MARKS)**

Cloud computing is making considerable progress into areas of MIS that are traditionally provided and managed within the physical perimeter of an organization.

1. Describe **TWO** aspects of cloud computing which may challenge conventional thinking in the provision of MIS. **[4 marks]**
2. For ONE of these aspects, discuss in detail the benefits of the Cloud approach. **[2 marks]**
3. Outline **TWO** approaches used to classify information systems in an organization. **[4 marks]**
4. Use an illustration to describe the Technology perspective to an Information System Problem solving**[6 marks]**
5. Describe any **FOUR** basic steps that can be used to improve the audit process. **[4 marks]**

**QUESTION FOUR (20 MARKS)**

1. “In the near future, the availability of facial recognition software will be an access key to the databases of many organisations worldwide.” In the context of MIS, discuss the above statement and assess its implications for business, governments and society in general. **[6 Marks]**
2. Information Systems support the activities of managers and management decision making. Briefly describe **TWO** stages in the decision making process **[4 Marks]**
3. Knowledge Management could be described as a set of business processes developed in an organization to create, store, transfer and apply knowledge. Use an illustration to describe the People perspective to an Information System Problem solving **[6 marks]**
4. When evaluating the integrity of IS, we may perform a number of validation and verification tests. Describe **TWO** of such tests **[4 marks]**

**QUESTION FIVE (20 MARKS)**

1. E-commerce can change the economies of developing nations. However, e-commerce in these nations is in its early stages and there are major challenges that hold back its growth. Identify and describe:
2. Two cultural challenges to the growth of e-commerce in these countries. **[4 marks]**
3. Two infrastructural challenges to the growth of e-commerce in developing countries. **[4 marks]**
4. The Association of Computing Machinery (ACM) is one of the organizations that promote ethical issues in a secured information system. State any **TWO** contents of the ACM Code of ethics. **[2 marks]**
5. A company is considering outsourcing all future MIS application developments. Discuss any **TWO** advantages of outsourcing the Company’s future MIS application developments, clearly stating within your answer any assumptions you make regarding the Company and its operations. **[4 marks]**
6. Computer-based information systems (CBIS) are more vulnerable than manual systems to destruction, error, abuse, and system quality problems. Briefly, explain giving **THREE** key reasons. **[6 Marks]**