

1. (a) Outline **three** functions of a Management Information Systems in an organization. (3 marks)
- (b) Explain **three** challenges that an organization using a modern Management Information Systems face when dealing with ethical issues. (6 marks)
- (c) A school Information Technology project is at the planning stage. Explain **three** activities that would be carried out at this stage. (6 marks)✓
- (d) A certain organization decided to outsource some of its information system's services.
 - (i) Outline **two** possible reasons for this approach. (2 marks)
 - (ii) Outline **three** benefits that the organization would derive from this approach. (3 marks)
2. (a) An Insurance Company intends to undertake an Information System project. Outline **four** challenges that a manager is likely to face while planning for it. (4 marks)
- (b) (i) Outline **four** areas in which an Enterprise Resource Planning System could be used in a government organization. (4 marks)
- (ii) Outline **four** goals of a transaction processing system to an organization. (4 marks)
- (c) Explain **two** goals of optimal information technology resources utilizations. (4 marks)
- (d) A light industry uses Management Information Systems in its tactical level of operations. Explain **two** functional tasks of this Management Information Systems in each of following areas:
 - (i) Production; (2 marks)
 - (ii) Accounting. (2 marks)
3. (a) (i) Outline **two** factors that affect decision making in an organization. (2 marks)
- (ii) Anewty Ventures Ltd intends to hire a consultant to assist in establishment of effective decision-making process. Outline the decision-making process cycle that the consultant would use in order to achieve the goal. (7 marks)
- (b) Explain **two** reasons that have led to slow growth of information societies in developing nations. (4 marks)
- (c) Many organizations are opting to use mobile phones for their business processes. Outline **three** challenges that they would face from this approach. (3 marks)
- (d) Distinguish between executive information system and decision support system as used in Management Information Systems. (4 marks)
4. (a) Explain **two** circumstances that could necessitate maintenance of information system. (4 marks)
- (b) Many organizations keep on acquiring new information system for their operations. Explain **three** reasons for this. (6 marks)
- (c) Apexet Company Ltd has an IS project that is in progress. Explain **two** circumstances that would make the project to halt before its scheduled completion time. (4 marks)
- (d) With the aid of a diagram, describe **three** distinctive levels of management in an organisation indicating in each case an appropriate information system. (6 marks)

5. (a) Differentiate between *choosing process* and *monitoring process* during acquisition of an information system. (4 marks)
- (b) The support of top management is necessary for success of an information system in organization. Explain **three** roles that they play during the planning phase. (6 marks)
- (c) An information system designer in an institution has been tasked to develop a secure internet connection. Outline **four** mechanisms the designer would put in place to ensure security of data. (4 marks)
- (d) Explain **three** circumstances that would lead an organization to automate its processes. (6 marks)
6. (a) Outline **two** factors that may influence the cost of maintaining an information system in an organization. (2 marks)
- (b) Differentiate between *critical success factor* and *downsizing* as used Management Information Systems planning methodologies. (4 marks)
- (c) Mopha Enterprises Ltd recently embarked on business process re-engineering (BPR). Explain **three** characteristics that the company would exhibit after a successful BPR. (6 marks)
- (d) Table 1 shows details of activities undertaken in an MIS project. Use it to answer the questions that follow.

Activity	Preceded by	Optimistic time	Most likely time	Pessimistic time
A	-	3	8	13
B	A	14	16	24
C	-	13	18	29
D	-	6	16	26

Table 1



- (i) Calculate the mean time for each activity. (2 marks)
- (ii) Construct a network diagram clearly indicating the critical activities. (6 marks)
7. (a) Explain **one** purpose of a project management software in each of the following activities:
- (i) monitoring; (2 marks)
- (ii) reporting. (2 marks)
- (b) A Government institution is planning to set up a new department to oversee. Its resources. Explain **two** categories of resources that the new department would consider. (4 marks)
- (c) Explain **three** threats to a business that may result from computer crimes. (6 marks)
- (d) A manager in an entertainment industry intends to use data driven decision support system to design a new product. Describe **three** characteristics that this system should possess. (6 marks)

8. (a) Explain the importance of each of the following qualities of a good management information system:
- (i) Completeness; (2 marks)
 - (ii) Economical; (2 marks)
 - (iii) Timeliness. (2 marks)
- (b) Outline **two** benefits of using a Gantt chart as a project management tool. (2 marks)
- (c) Gaze Company has embraced the use of Management Information System for competitive advantage. Explain **three** impacts that this approach may have caused to the company. (6 marks)
- (d) Some personnel in an organization could be a threat to a stable Management Information System. Explain **three** approaches that should apply in order to avert these threats. (6 marks)

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