



MUEO

MOI UNIVERSITY

OFFICE OF THE CHIEF ACADEMIC OFFICER

UNIVERSITY EXAMINATIONS

2011/2012 ACADEMIC YEAR

SECOND SEMESTER EXAMINATION

FOR MASTER OF BUSINESS ADMINISTRATION

COURSE CODE:

MBA 850

COURSE TITLE:

MANAGEMENT INFORMATION SYSTEMS

DATE:

26TH JUNE, 2012

TIME:

9.00 A.M. - 12.00 NOON.

INSTRUCTION TO CANDIDATES

- SEE INSIDE.

MBA 850: MANAGEMENT OF INFORMATION SYSTEMS

Instructions To Candidates

- ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS.
 - TIME: 3 Hours
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QUESTION ONE

Read the following Case Study information and answer the questions that follow:

A small, independent, business/home/life insurance company consisting of an owner, a business manager, an administrator, and four agents decides to implement a network. The company occupies half of a small building in an office park. Their volume of business had been stable for the past three years, but recently it has been increasing. To handle the increased business volume, two new agents will be hired.

Everyone in the company has a computer, but the business manager has the only printer. These computers are not connected by any form of networking. When agents need to print a document, they must first copy the file to a floppy disk, then carry it to the business manager's computer, where they are finally able to print it. Similarly, when staff members want to share data, the only means available is to copy the data on one computer to a floppy disk and insert the disk in another computer.

Recently, problems have arisen. The business manager is spending too much time printing other people's documents; and it is frequently unclear which copy of a given document is the current and authoritative version. Your task is to design a network for this company

- Describe, with justification, the type of network you would suggest for this company. [5Marks]
- Explain, with an appropriate illustration, the type of network topology that would be most appropriate in this situation. [6 Marks]
- Supposing you were asked to advise the company owner on the benefits of utilizing telecommunication networks for competitive advantage, explain any five major reasons you would give to support your case. [8 Marks]
- Discuss the factors that the organization will consider before networking. Justify your answer. [6 Marks]

[Total 25 Marks]

QUESTION TWO

- With relevant examples, explain the roles of any four participants in a systems development project in a typical organization [4 Marks]
- Using an appropriate illustration, describe the prototyping method of systems development, highlighting some merits and demerits of this approach [6 Marks]
- Explain any five guidelines required for the development of new information systems. [5 Marks]

QUESTION THREE

Organizations use a lot of resources to design, implement and maintain automated information systems, yet such systems do not always provide management with information and support they need for effective decision-making.

- (a) Analyze, with justification, any six possible reasons why the situation explained above may occur. [9 Marks]
- (b) Suggest any four practical solutions that could be implemented to address such challenges in future. [6 Marks]

QUESTION FOUR

- (a) User training and support is fundamental to the success of an information systems project. Produce a briefing document that discusses the usefulness of training. [4 Marks]
- (b) The company for which you work is currently facing financial crisis. The financial controller has proposed that the company should seek for alternative sources of software. One of the options available is that of freeware from the Internet and magazine vendors. As the organization's information technology manager, advise on the implications of adopting this proposal. [7 Marks]
- (c) Explain how a company that is adhering to the 'industry norms' can find itself in violation of law. [4 Marks]

QUESTION FIVE

- (a) Discuss the reasons that justify IT as a strategic resource in the success of every organization. [4 Marks]
- (b) Explain the general ICT trends and their implications today. [6 Marks]
- (c) Discuss the Factors that influence the structure of an information system. [5 Marks]

QUESTION SIX

Management Information Systems should facilitate decision-making at all levels of management. Each level requires information with different characteristics and with differing degree of profitability.

Required:

- (a) Examine the characteristics of information used in (i) strategic planning (ii) operational control, and (iii) tactical level [9 Marks]
- (b) Explain the criteria that the IT manager in your organization is likely to adopt in evaluating application software which the organization wishes to acquire for use in the Human Resource department. [6 Marks]

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