



The Co-operative University of Kenya

END OF SEMESTER EXAMINATION DECEMBER-2019

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE
BUSINESS**

UNIT CODE: CMFI 2104/CMCU 2404

**UNIT TITLE: INFORMATION SYSTEMS/INFORMATION SYSTEMS
MANAGEMENT**

DATE: DECEMBER, 2019

TIME:

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

- Identify **FIVE** strategic objectives a business aims to achieve by implementing information systems **(5 Marks)**
- Using diagrams, briefly describe any **THREE** types of network topologies **(6 Marks)**
- Define the following terms and identify the role they play within a business **(3 Marks)**
 - Data
 - Information
 - Knowledge
- Define the term business process and provide **THREE** examples that may be encountered within the Finance and Accounts business function **(4 Marks)**
- Communication is essential in business and with the advent of internet technology different types of services have been availed for this purpose. Identify any **FIVE** internet services and the function each provides. **(5 marks)**
- With illustrations, discuss any **TWO** approaches a business may undertake to acquire information systems **(4 Marks)**
- Prior to information systems acquisition, planning is critical and this is achieved through effective project management. Describe any **THREE** project management variables that should be considered. **(3 Marks)**

QUESTION TWO

- Discuss the **FIVE** key components within a database environment and how they interact with one another **(5 Marks)**
- Discuss **FIVE** challenges that may arise when information is held using the traditional filing approach **(10 Marks)**
- Cooperative University has requested you to design for it a data and information management system to assist in the storage of information. Identify any **FIVE** key entities, their attributes and data types that capture relevant information. **(5 Marks)**

QUESTION THREE

- Systems development is a key process that organizations must engage in to facilitate the development of information systems.

- i. Discuss **THREE** external pressures that may affect the building of information systems **(6 Marks)**
 - ii. Explain the key activities of the systems development life cycle **(5 Marks)**
- b) A data flow diagram (DFD) is one of the tools that a systems analyst will use to communicate with other users how the information system will be developed. Create a DFD to demonstrate a car repairs scenario from the stage of delivering the vehicle at the garage for repairs to the final stage of collection. **(9 Marks)**

QUESTION FOUR

- a) With the aid of a diagram, identify the following
 - i. The levels of operational hierarchy **(3 Marks)**
 - ii. The information systems that serve each level **(3 Marks)**
 - iii. Inputs and outputs of the information systems at the different levels **(3 Marks)**
- b) Information systems are critical to support business processes within an organization. Discuss **THREE** barriers to successful information systems implementation **(6 Marks)**
- c) Customer relationship management systems help organizations coordinate all the business processes relating to interactions with their clients. Identify **FIVE** activities that entail customer relationship management. **(5 Marks)**

QUESTION FIVE

- a) Describe the components of a computer system. **(5 Marks)**
- b) With illustrations, differentiate between the following terms:
 - i. Hardware and software; **(2 Marks)**
 - ii. Manual and Automation. **(2 Marks)**
- c) Describe **TWO** major factors that affect the performance of a computer operation. For each factor, state one example of measurement. **(4 Marks)**
- d) Enterprise resource planning is a cross-functional enterprise system that integrates suites of software modules, supports basic internal business processes and, facilitates business, supplier, and customer information flows
 - i. Highlight the various ERP components implemented by most business organization **(3 Marks)**
 - ii. Explains **TWO** basic business benefits of ERP systems in supporting your business **(4 Marks)**