



MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)  
MAIN CAMPUS

UNIVERSITY EXAMINATIONS  
2021/2022 ACADEMIC YEAR SEMESTER 2

FOR THE DIPLOMA

IN

INFORMATION TECHNOLOGY

COURSE CODE: DBT 069

COURSE TITLE: BUSINESS INFORMATION SYSTEMS APPLICATIONS

DATE: 29/04/2022

TIME: 12:00 – 1:30PM

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**INSTRUCTIONS TO CANDIDATES**

Answer **QUESTION ONE** and **ANY OTHER TWO** questions.

**TIME: 1 HOUR 30 MINUTES**

MMUST observes **ZERO** tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over. ▲

### **QUESTION ONE (24 MARKS)**

- a) Define the following terms.
  - i. Information system. (2mks)
  - ii. Business information system. (2mks)
- b) State three characteristics of useful information (3mks)
- c) State any three drivers of an information age. (3mks)
- d) What is a business process? (2mks)
- e) Using your own illustration, describe how a business process can be documented. (3mks)
- f) State any three competitive forces for a business organization. (3mks)
- g) State three features of business information systems. (3mks)
- h) State and explain three levels of decision making. (3mks)

### **QUESTION TWO (18 MARKS)**

- a) Explain in general terms why information systems are vulnerable to abuse. (10mks)
- b) Provide and explain a set of key guidelines that a business might adopt in order to be well-placed to deal with IS security breaches. (8mks)

### **QUESTION THREE (18 MARKS)**

- a) Describe the components, characteristics and functions of a Decision Support System (DSS) and show how these are displayed in a particular example of its use. (6mks)
- b) What distinguishes an Executive Information System (EIS) from a DSS? (6mks)
- c) State and explain three areas where management information systems can be applied. (6mks)

### **QUESTION FOUR (18 MARKS)**

- a) Describe with examples FIVE various ways in which BIS can support different aspects of the marketing management function. (10mks)
- b) Define the following types of business information systems and relate them to the types of decision support that they offer:
  - i. Transaction Processing systems (TPS). (8mks)
  - ii. Management Information Systems (MIS).
  - iii. Intelligent Support Systems (ISS).

### **QUESTION FIVE (18 MARKS)**

- a) List the SIX steps required to process a transaction. (6mks)
- b) Distinguish between batch and online TP approaches and indicate by example the circumstances under which one might be preferred over the other. (6mks)
- c) Give an example of a semi-structured decision and explain what inputs would be necessary to provide assistance in making the decision. (6mks)