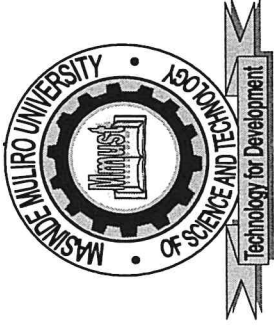


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(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE CERTIFICATE

OF

INFORMATION TECHNOLOGY

COURSE CODE: ITC 011

COURSE TITLE: INTRODUCTION TO INFORMATION SYSTEMS

DATE: 27/04/2022

TIME: 3:00 – 4:30PM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer THREE (3) questions in total.
TIME: 1 HOUR 30 MINUTES

MMUST observes ZERO tolerance to examination cheating

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

SECTION A

QUESTION ONE (24 MARKS) -Compulsory

a) Define the following terms (4 marks)

- i. Data
- ii. Information
- iii. System
- iv. Information Technology

b) For an information system to perform input, processing, output, storage and control activities that convert data resources into information products there has to be various resources that makes this possible. Briefly describe any such THREE resources. (6 marks)

c) With examples, discuss any SIX features of an Ms. Window (12 Marks)

d) Give any TWO advantages of mail merging in government offices (2 Marks)

SECTION B –Answer any two questions in this section

QUESTION TWO (18 MARK)

- a) Define the term Operating System and give any TWO examples (2 marks)
- b) Software is used to interact with the program through its User Interface. State and briefly discuss THREE functions of a User interface. (6 Marks)
- c) Compare and contrast System Software and Application software (10 Marks)

QUESTION THREE (18 MARKS)

a.) For an organization to function properly it must have a proper function system and for this to be achieved the system must have basic interacting function. Briefly discuss the FIVE functions (10 marks)

b.) Briefly discuss the TWO types of information systems used at the top management level in an organization (8 Marks)

QUESTION FOUR (18 MARKS)

- a. A file path shows the location of where a file, web page, or other item is located on the computer. Using the following information create a file path for Paper 1. Drive (C), folder (English), Subfolder journal, File (Paper 1) (6marks)
(4 Marks)
- b. Define zipping and give its advantages in file management
- c. Discuss the following file types giving file extension for each type. (8 Marks)
- i. Document files
 - ii. Web Pages
 - iii. Spreadsheet files
 - iv. Database files

QUESTION FIVE (18 MARKS)

- a) Define Booting and briefly discuss the two types of booting (6 Marks)
- b) There are four basic types of computer power management or "sleep" features on Windows PCs. Briefly describe the FOUR features. (8 Marks)
- c) Give any FOUR advantages of power management features on your PC (4 Marks)