



**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

**UNIVERSITY EXAMINATIONS**

**MAIN CAMPUS**

**2022/2023 ACADEMIC YEAR**

**THIRD YEAR FIRST SEMESTER EXAMINATIONS**

**FOR THE DEGREE  
OF**

**BACHELOR OF INFORMATION TECHNOLOGY (SONAS)**

**COURSE CODE: BIT 312**

**COURSE TITLE: INFORMATION MANAGEMEMENT**

**DATE: 07/12/2022**

**TIME: 8:00-10:00AM**

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INSTRUCTIONS TO CANDIDATES

Answer questions ONE and any other TWO questions.

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over. ►

### QUESTION ONE (30 MARKS) COMPULSORY

- a) Briefly discuss the managerial roles with respect to IS in an organization [5 Mks]
- b) State two types of maintenance that may be carried out on information systems [2 Mks]
- c) What are the roles does an Information System play in an organization [5 Mks]
- d) Describe the functionality of Decision Support System? [4 Mks]
- e) Explain your understanding of Information system resources [4 Mks]
- f) By use of a diagram briefly explain the management hierarchy [4 Mks]
- g) What are the types of information system control? [6 Mks]

### QUESTION TWO (20 MARKS)

- a) MMUST intends to install an ERP, discuss the objectives of this information System [10 Mks]
- b) ICT Manager of MMUST is required to give a talk to new recruits on ethical issues Related to using ICT systems. Explain points the manager should highlight [6 MKS]
- c) Distinguish between physical and human information systems resources [4 Mks]

### QUESTION THREE (20 MARKS)

- a) Evaluate four ways in which ICT governance could assist an organization in its strategic [8 MKs]
- b) Distinguish between "business ethics" and "technology ethics" [4Mks]
- c) Evaluate any two challenges that are likely to be encountered during project implementation [2 Mks]
- d) Explain the components of management information systems [6 MKs]

### QUESTION FOUR (20 MARKS)

- a) DSS is an interactive computer based systems, which help decision makers utilize data and model to solve unstructured problems. Discuss the merits of this system [10 Mks]
- b) Explain factors that would prompt an organization to automate its processes [4 Mks]
- c) State and explain the managerial functions as applied in IM. [6 Mks]

### QUESTION FIVE (20 MARKS)

- a) Business process is defined as a set of activities performed across the organization creating an output of value to the customer. Discuss the elements inherent in the above process. [10 Mks]
- b) Explain ways in which technologies in Industry 4.0 have revolutionized organizations [10 Mks]