CPA PART II SECTION 4  
CS PART II SECTION 4  
CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 1 December 2017.  
Answer any FIVE questions.  

Time Allowed: 3 hours.  
ALL questions carry equal marks.

QUESTION ONE

(a) In a “digital firm”, any piece of information required to support key business decisions is available anytime and anywhere in the firm.

Required:  
Identify four major systems that could define a digital firm.  

(b) The management information system (MIS) in an organisation uses external and internal sources of information.

Required:  
Describe four sources of the external information used in a management information system (MIS).

(c) ABC Business Ventures Ltd. intends to embrace information communication technology (ICT) governance in the organisation.

Required:  
Outline three primary and three secondary stakeholders in information communication technology (ICT) governance.

(d) A fast growing organisation has information systems that have so far not failed. Before increasing its reliance on information communication technology (ICT), the organisation’s insurer has advised the organisation to carry out a risk analysis and then plan what to do.

Required:  
(i) Explain what is meant by “risk analysis”.  

(ii) Outline four criteria that could be used to select a disaster contingency plan.

(Total: 20 marks)

QUESTION TWO

(a) Outline three reasons that could prompt the creation of a new information system in an organisation.

(b) Identify four reasons why a department in an organisation might continue to use manual records rather than a newly installed computerised system.

(c) Distinguish between “pure” and “partial” types of e-commerce.

(d) The manager of Bidii Company complained that the company’s information system continually failed to provide the correct level of information.

Required:  
Suggest four possible reasons why the system continually failed.
(e) New employees joining a company and using its computer systems are each asked to sign an agreement to adhere to a code of practice.

Highlight five issues that such a code of practice should address. (5 marks)

(Total: 20 marks)

**QUESTION THREE**

(a) (i) The security of information technology and the security of data are the two major aspects of information systems security.

**Required:**
Explain what each type of security above entails. (4 marks)

(ii) Summarise six ways of guaranteeing information security in an organisation. (6 marks)

(b) Outline four categories of information from the perspective of a computer application. (4 marks)

(c) Itemise how information systems could help participants in supply chain management. (6 marks)

(Total: 20 marks)

**QUESTION FOUR**

(a) Outline six activities that could be undertaken in the development of a management information system for an organisation. (6 marks)

(b) A college maintains an extensive database of its full-time students. The database contains personal data, the courses the students attend and higher education or employment applications.

**Required:**

(i) Suggest five ways in which the college could keep personal data of the students up to date. (5 marks)

(ii) The college wishes to share the personal data of the students with a local sports retailer. An agreement is to be written between the college and the retailer.

Suggest five issues, relating to the data, that should be included in this agreement. (5 marks)

(c) Furaha is a members only club in the suburbs of a city. It boasts of a bar and restaurant, golf course, a tennis court and a swimming pool among its facilities. Members can take golf or tennis lessons, enroll in weekly scheduled events, participate in tournaments and invite guests for certain activities. The club is managed by a board of directors that is responsible for hiring staff and monitoring the budget.

**Required:**

(i) Identify two of the club’s subsystems. (2 marks)

(ii) Suggest two system interfaces in the club’s operations. (2 marks)

(Total: 20 marks)

**QUESTION FIVE**

(a) Outline six broad categories of management information systems (MIS). (6 marks)

(b) The top management of your company has decided that they no longer require a head office and their strategic aim is to become a virtual organisation.

However, the company’s auditors have raised concerns that information held in the virtual company would lack security.

**Required:**
Examine five measures that the management could adopt to ensure that the information held in the virtual platform is secure. (5 marks)

(c) Distinguish between “business process re-engineering” and “reverse engineering” as used in information systems development. (4 marks)

(d) Outline five customer-related factors that are important in the success of any e-commerce venture. (5 marks)

(Total: 20 marks)
QUESTION SIX
(a) Discuss six ways that could be used to classify decision support systems (DSS).
(b) Outline four characteristics of a distributed database management system (DBMS).
(c) Identify four ways in which a commercial bank could make use of data mining.
(d) When a user logs onto a website, the user will access the website through a web portal.

Required:
(i) Explain the term “web portal”.
(ii) Highlight two main functions of a network server.
(iii) Cookies are created when a user logs on to the internet.

Describe one reason why an organisation would wish to leave a cookie on a customer’s computer and one reason why a customer might not wish to have the cookies stored on their computers.

(Total: 20 marks)

QUESTION SEVEN
(a) (i) With the aid of an example, distinguish between “project risk” and “business risk”.
(ii) Identify two factors used in evaluating risk exposure and how each of these factors might be assessed qualitatively.

(b) Analyse four key technology matters that could raise ethical issues.

(c) Karibu Hotels is considering implementing m-commerce.
(i) Explain the term “m-commerce”.
(ii) Indicate two reasons why Karibu Hotels would consider using m-commerce.

(d) Online auction sites allow businesses to register as virtual shops and be incorporated in their sites.

Highlight four reasons why a business would like to register as a virtual shop.

(Total: 20 marks)
KASNEB
CPA PART II SECTION 4
CS PART II SECTION 4
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MANAGEMENT INFORMATION SYSTEMS


Answer any FIVE questions.

QUESTION ONE
(a) Describe the following concepts as used in information systems:
   (i) Software-as-a-service (SAAS).
   (ii) Open source software (OSS).
   (iii) Total cost of ownership (TCO).
   (2 marks)  
   (2 marks)  
   (2 marks)

(b) Distinguish between the following types of information:
   (i) “Knowledge information” and “organisational information”.
   (ii) “Planning information” and “control information”.
   (4 marks)  
   (4 marks)

(c) Summarise three business benefits and three technical benefits that could accrue to a university from implementing an enterprise resource planning (ERP) system.
   (6 marks)  
   (Total: 20 marks)

QUESTION TWO
(a) Evaluate five areas of information communication technology governance in an organisation.
   (10 marks)

(b) Application software can be developed and modified by an organisation’s own non-programming staff. This approach to software development is known as end-user development.
   Required:
   Highlight six benefits of end-user development.
   (6 marks)

(c) The management of DAX Supermarkets Ltd. intend to construct a data warehouse with the aim of using online analytical processing (OLAP) tools in decision making.
   Required:
   Identify four benefits that the supermarket could realise as a result of implementing the new system.
   (4 marks)  
   (Total: 20 marks)

QUESTION THREE
(a) Differentiate between “e-commerce” and “traditional commerce”.
   (6 marks)

(b) There are many types of actors who pose risks to businesses via information communication technology (ICT) assets.
   Required:
   Examine five types of actors who could pose risks to an organisation through its ICT assets.
   (5 marks)

(c) Prototyping is the process of building an experimental system quickly and cheaply for demonstration and evaluation so that end users can better define information requirements.
   Required:
   Identify four steps of developing a prototype.
   (4 marks)

(d) Enumerate five benefits of computer database systems.
   (Total: 20 marks)
QUESTION FOUR
(a) Differentiate between information communication technology (ICT) “ethics” and “law”. (10 marks)
(b) Highlight four types of intellectual property. (4 marks)
(c) Discuss six reasons why many organisations have invested heavily in information systems. (6 marks)
(Total: 20 marks)

QUESTION FIVE
(a) The ability to exchange data and communicate efficiently is the main purpose of computer networking. However, we have to consider beyond these points to evaluate the feasibility of networking.
Required:
Analyse three advantages and three disadvantages of computer networking. (6 marks)
(b) Distinguish between “entropy” and “symbiosis” as used in general systems theory. (4 marks)
(c) Many organisations are today incorporating information systems plans into their business planning at all levels.
Required:
(i) Explain the term “information systems planning” as used in management information systems. (2 marks)
(ii) Outline four steps involved in information systems planning process. (4 marks)
(d) Kritex Traders Ltd. intends to set up a juice processing company to compete with established brands in the market.
Required:
Suggest four ways in which they could use information systems to gain competitive advantage in the industry. (4 marks)
(Total: 20 marks)

QUESTION SIX
(a) Paul Ndege, an information systems developer, prefers to use web-based information systems project management tools over the conventional methods.
Required:
Explain six reasons for the above preference by Paul Ndege. (6 marks)
(b) Outline two reasons for outsourcing information systems by an organisation under each of the following categories:
(i) Financial reasons. (2 marks)
(ii) Technical reasons. (2 marks)
(iii) Political reasons. (2 marks)
(c) Distinguish between “transmission control protocol” and “internet protocol” as used in data communication networks. (4 marks)
(d) Explain the concept of “disaster recovery planning” as used in information communication technology risk management. (4 marks)
(Total: 20 marks)

QUESTION SEVEN
(a) Evaluate how a customer relationship management system could be used to improve data and information of an e-business. (4 marks)
(b) Collaboration and communication systems enable employees to interact with each other, managers, vendors and customers.
Required:
Analyse six types of collaboration and communication systems that could be used by an e-business. (6 marks)
(c) Describe the main components that should be included in the organisation’s framework report for improving systems security and control. (10 marks)
(Total: 20 marks)
KASNEB
CPA PART II SECTION 4
CS PART II SECTION 4
CCP PART II SECTION 4
MANAGEMENT INFORMATION SYSTEMS


Answer any FIVE questions.

TIME ALLOWED: 3 hours.

ALL questions carry equal marks.

QUESTION ONE
(a) Explain two important ergonomic design features that should be considered for the following workstation items:
   (i) Keyboard. (2 marks)
   (ii) Video display unit (VDU). (2 marks)
   (iii) The desk. (2 marks)

(b) Every organisation needs controls that ensure protection of the organisation's assets, accuracy and reliability of its records and operational adherence to management standards.

   Required:
   Distinguish between the following types of controls used in a computerised information system:
   (i) "General controls" and "application controls". (2 marks)
   (ii) "Administrative controls" and "data security controls". (2 marks)
   (iii) "Input controls" and "output controls". (2 marks)

(c) Outline four examples of information systems based on each of the following criteria:
   (i) Functional perspective. (4 marks)
   (ii) Constituency perspective. (4 marks)

Total: 20 marks

QUESTION TWO
(a) An organisation keen on developing an information systems strategy constituted an information systems steering committee.

   Required:
   Summarise six possible specific tasks of the above committee. (6 marks)

(b) Distinguish between the following terms as used in management information systems:
   (i) "Internet of Things (IoT)" and "Internet of Everything (IoE)". (2 marks)
   (ii) "Qualitative information" and "quantitative information". (2 marks)

(c) The management of Kwachu Ltd. intends to acquire equipment for a local area network.

   Required:
   (i) Suggest four types of equipment that the company might acquire for a local area network. (4 marks)
   (ii) Analyse six reasons why the management might be compelled to use direct procurement method to acquire the local area network equipment. (6 marks)

(Total: 20 marks)

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Out of 3
QUESTION THREE
(a) Discuss four reasons why an increasing number of organisations are today concerned with the development of quality practices in information systems governance.

(b) Information communication technology (ICT) risk actions are of two types, that is, “avoidance actions” and “mitigation actions”.

Required:
Citing examples where each of the risk actions might be employed, evaluate the relationship between avoidance actions and mitigation actions.

(c) (i) Identify two issues that could be addressed when building an e-commerce presence.

(ii) Explain three ways in which e-commerce has affected business-to-business transactions.

(d) Examine the role of mobile commerce in business activities.

(e) Describe four types of information systems that could be used for enterprise-wide knowledge management and their value to a business.

QUESTION FOUR
(a) Compliance with a professional code of conduct and ethics is paramount in an information communication department.

Required:
(i) Outline five specific roles of a compliant team in an information communication technology department.

(ii) Suggest five approaches of enforcing rules and regulations among staff in an ICT department.

(b) To deliver genuine benefits, information systems must be built with a clear understanding of the nature of the organisation in which they will be used.

Required:
Identify six organisational factors to consider when planning a new information system.

(c) Describe each of the following mechanisms as used in management information systems:

(i) Early warning mechanism.

(ii) Exception principle.

QUESTION FIVE
(a) The first step in building a data warehouse involves conducting a thorough business analysis of the information requirements that could be satisfied by a data warehouse.

Required:
Suggest six questions that could be addressed to enable one identify the information requirements for a data warehouse.

(b) (i) Explain four general features of a system.

(ii) Describe four challenges associated with enterprise systems.

(c) Describe the role of the following information communication technology personnel:

(i) Hardware technician.

(ii) Database administrator.

CA42, CS42 & CP42 Page 2
Out of 3
QUESTION SIX
(a) Highlight four functions of a network operating system. (4 marks)

(b) Suggest three benefits of using voice over internet protocol (VOIP). (3 marks)

(c) In securing an information system you seek to safeguard against loss of confidentiality, integrity and availability.

Required:
Explain the following terms:

(i) Loss of confidentiality. (2 marks)

(ii) Loss of integrity. (2 marks)

(iii) Loss of availability (2 marks)

(d) Businesses have come to rely on email as a means of communication.

Required:
Explain how email security packages protect against spam. (3 marks)

(e) Identify four questions that need to be asked when undertaking analysis of an information system. (4 marks)

(Total: 20 marks)

QUESTION SEVEN
(a) Highlight four risks associated with cloud computing. (4 marks)

(b) Discuss the following systems theory concepts:

(i) Planning. (2 marks)

(ii) Control. (2 marks)

(iii) Feedback. (2 marks)

(iv) Feedforward. (2 marks)

(c) For each of the following business analytic tools, describe its key features and how it can be used to aid knowledge discovery:

(i) Online analytical processing (OLAP). (4 marks)

(ii) Data mining. (4 marks)

(Total: 20 marks)
KASNEB
CPA PART II SECTION 4
CS PART II SECTION 4
CCP PART II SECTION 4

MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 27 May 2016.

Time Allowed: 3 hours.

ALL questions carry equal marks.

Answer any FIVE questions.

QUESTION ONE
(a) Distinguish between the following e-commerce business models:
   (i) "E-tailer" and "market creator". (4 marks)
   (ii) "Content provider" and "service provider". (4 marks)

(b) Explain why the use of ICT risk management techniques is becoming increasingly important in managing information systems. (4 marks)

(c) Describe the following ethical terms as used in an information society:
   (i) Responsibility. (2 marks)
   (ii) Accountability. (2 marks)
   (iii) Liability. (2 marks)

(d) Differentiate between a "boundary" and a "constraint" as used in system theory. (2 marks)

(Total: 20 marks)

QUESTION TWO
(a) Suggest three reasons why it could be difficult to measure the benefits of information communication technology infrastructure in an organisation. (6 marks)

(b) Propose six ways in which information communication technology (ICT) governance could act as a foundation for delivering the ICT strategy in an organisation. (6 marks)

(c) Highlight eight disadvantages of using a database system in an organisation. (8 marks)

(Total: 20 marks)

QUESTION THREE
(a) ABC Ltd. is a small software development company employing 50 information communication specialists.

Required:
(i) Advise the company on how it could develop an information systems strategy. (4 marks)

(ii) Describe three criteria which the company could use to ensure that the information systems strategy developed in (a) (i) above is sound. (6 marks)

(b) Evaluate ten internet abuses common in a modern workplace. (10 marks)

(Total: 20 marks)
QUESTION FOUR
(a) (i) Distinguish between "business intelligence" and "advanced analytics" as used in organisations. (4 marks)

(ii) In a computer network, noise in signal is the random disturbance or fluctuation in analogue or digital signals.

Explain four classifications of noise. (8 marks)

(b) (i) Demonstrate the key difference between "backward error correction" and "forward error correction" as used in computer networks. (2 marks)

(ii) Designing a database requires an understanding of both the business functions to model and the database concepts and features used to represent those business functions.

Highlight three factors to consider when designing a database for an organisation. (3 marks)

(iii) List three examples of enterprise systems used in business organisations. (3 marks)

(Total: 20 marks)

QUESTION FIVE
(a) Explain the meaning of the following concepts as used in system theory:

(i) Sub-optimisation. (2 marks)

(ii) Decoupling. (2 marks)

(iii) Equifinality. (2 marks)

(b) The systems approach to organisational problems emphasises the need to consider both hard and soft properties of a system.

Differentiate between "hard properties" and "soft properties". (4 marks)

(c) Explain the relationship between file hit rate, file organisation method and type of storage device as used in the context of information systems. (6 marks)

(d) Identify four qualities of good management information. (4 marks)

(Total: 20 marks)

QUESTION SIX
(a) Public domain software is a software that is not protected by copyright and thus may be duplicated by anyone at will.

Explain three reasons behind developing and distributing public domain software. (6 marks)

(b) Distinguish between the following forms of computer crimes and abuses:

(i) Jamming and spamming. (2 marks)

(ii) Cyber bullying and flaming. (2 marks)

(iii) Sniffing and spoofing. (2 marks)

(c) One of the emerging trends in information technology which has strategic implications for business firms is the move towards open systems.

Required:

(i) Explain the meaning of the term "open system concept". (2 marks)

(ii) Suggest three implications of the move towards open systems for organisations that have already invested in proprietary information systems. (6 marks)

(Total: 20 marks)

CA42, CS42 & CP42 Page 2
Out of 3
QUESTION SEVEN
(a) The introduction of information systems in organisations may lead to changes in work processes that may require re-training.

Suggest three areas of training that might be required by the following personnel:

(i) Senior managers. 
(ii) Users of the new system. 

(b) Identify the unique features of the following:

(i) Digital markets. 
(ii) Digital goods. 

(c) A firm’s revenue model describes how the firm will earn revenue, generate profits, and produce a superior return on investment.

Required:
Discuss six e-commerce revenue models. 

(Total: 20 marks)
KASNEB
CPA PART II SECTION 4
CS PART II SECTION 4
CCP PART II SECTION 4
MANAGEMENT INFORMATION SYSTEMS

FRIDAY: 27 November 2015.

Answer any FIVE questions.

ALL questions carry equal marks.

QUESTION ONE
(a) (i) Outline six basic types of e-commerce. (6 marks)
(ii) Identify five disadvantages of e-commerce. (5 marks)
(b) (i) Describe five components of data communication. (5 marks)
(ii) Highlight four factors which affect the performance of a computer network. (4 marks)

(Total: 20 marks)

QUESTION TWO
(a) Distinguish between "information system" and "management information system" (4 marks)
(b) Discuss six ways of classifying management information systems by application. (12 marks)
(c) Outline four functionalities accomplished by a complete business information system. (4 marks)

(Total: 20 marks)

QUESTION THREE
(a) Describe five physical classifications of computer configuration. (5 marks)
(b) Evaluate six advantages and three disadvantages of a distributed computer system. (9 marks)
(c) Outline six services provided by enterprise applications. (6 marks)

(Total: 20 marks)

QUESTION FOUR
(a) (i) Analyse two major aspects of information system security. (4 marks)
(ii) Explain three aspects of guaranteeing effective information system security. (3 marks)
(b) Information systems bring about immense social changes, threatening the existing distribution of power, money, rights and obligations. It also raises new types of crimes, like cyber crimes.

Required:
Suggest four codes of ethics and professional conduct that could be adopted by information systems professionals. (4 marks)

(c) To deliver genuine benefits, information systems must be built with a clear understanding of the organisation in which they will be used.

Required:
Examine six factors to be considered when planning a new information system. (6 marks)

(d) Describe three basic competitive information system strategies which an organisation could apply. (3 marks)

(Total: 20 marks)
QUESTION FIVE
(a) Enumerate six characteristics of a well designed computerised management information system. (6 marks)
(b) Describe four types of decision support systems. (8 marks)
(c) In management information system (MIS), information is recognised as a major resource. If this resource is to be well managed, it calls upon the management to plan for it and control it so that the information becomes a vital resource for the system.

Required:
Identify six challenges which could affect the effectiveness of implementation of a management information system. (6 marks)
(Total: 20 marks)

QUESTION SIX
(a) (i) Outline seven strategic information systems applications. (7 marks)
(ii) Summarise four differences between strategic information systems and management information systems. (4 marks)
(b) (i) Enumerate six significant information systems security challenges to a business organisation. (6 marks)
(ii) Highlight three capabilities of authentication that could make it overcome information systems security threats. (3 marks)
(Total: 20 marks)

QUESTION SEVEN
(a) (i) Citing an example in each case, identify five e-commerce business models which involve transactions between the government and other entities. (10 marks)
(ii) Outline five key players in the credit card payment process. (5 marks)
(b) Examine five types of data processing applications in the context of cloud computing. (5 marks)
(Total: 20 marks)
KASNEB
CPA PART II SECTION 4
CS PART II SECTION 4
CCP PART II SECTION 4
MANAGEMENT INFORMATION SYSTEMS
PILOT PAPER

September 2015.

Time Allowed: 3 hours.

ALL questions carry equal marks.

QUESTION ONE
(a) Highlight six advantages of adopting ICT in business.
(6 marks)

(b) Outline four principal duties of the following ICT personnel:
(i) ICT Manager.
(4 marks)

(ii) Computer Technician.
(4 marks)

(c) Explain the meaning of the following ethical concepts:
(i) Business ethics.
(3 marks)

(ii) Technology ethics.
(3 marks)

(Total: 20 marks)

QUESTION TWO
(a) Zack Ltd. has been performing poorly in the soft drinks industry. A consultant has advised the directors of the company to undertake business process re-engineering.

Required:
Explain four major pitfalls faced by information systems managers in attempting to re-engineer organisations. (8 marks)

(b) Distinguish between an “evolutionary prototype” and an “exploratory prototype” as used in prototyping.
(4 marks)

(c) Highlight four types of reports produced by information systems in an organisation.
(4 marks)

(d) Enumerate four benefits of an information systems strategy to an organisation.
(4 marks)

(Total: 20 marks)

QUESTION THREE
(a) Highlight five business opportunities that can be harnessed using cloud computing by an organisation.
(5 marks)

(b) Transaction Processing Systems (TPS) are the backbone of any organisation’s information system.

Required:
(i) State four reasons why business managers must be conversant with transaction processing systems.
(4 marks)

(ii) Outline the transaction processing cycle.
(5 marks)

(c) Explain sequentially the steps taken during the information systems risk assessment process.
(6 marks)

(Total: 20 marks)
QUESTION FOUR
(a) (i) Examine three advantages of applying the database approach in information systems. (6 marks)
(ii) Describe three techniques that can be used to profile online shoppers for purposes of business forecasting. (6 marks)
(b) Enumerate four business opportunities in e-commerce. (4 marks)
(c) Examine two vulnerabilities which an organisation may be exposed to after commissioning a computer network with an internet connection. (4 marks)
(Total: 20 marks)

QUESTION FIVE
(a) Explain four legal, social and ethical issues raised by information systems. (4 marks)
(b) Analyse four major file processing activities. (4 marks)
(c) Highlight four circumstances under which it might be deemed appropriate for an organisation to outsource information technology. (4 marks)
(d) Evaluate four key activities undertaken in the following phases of system development:
(i) System design phase. (4 marks)
(ii) System implementation phase. (4 marks)
(Total: 20 marks)

QUESTION SIX
(a) Corporate governance in information and communication technology (ICT) requires that management plan, control, evaluate and monitor current and future use of information systems.

In light of the above statement:
(i) Highlight four specific objectives that must be met in order to provide reasonable assurance of the security of information systems. (4 marks)
(ii) Explain four ways in which management policy and controls can be used to safeguard information systems in an organisation. (8 marks)
(b) Distinguish between a “decision support system” and an “executive information system”. (4 marks)
(c) Highlight four benefits of the waterfall methodology of system development. (4 marks)
(Total: 20 marks)

QUESTION SEVEN
(a) Identify four advantages of data warehousing. (4 marks)
(b) Outline four common uses of an extranet in an organisation. (4 marks)
(c) Mobile computing devices are increasingly being used in businesses today because of their convenient portability.

Required:
State four ways of minimising theft of mobile computing devices when using them outdoor. (4 marks)
(d) (i) Identify five characteristics which might indicate that an information system has reached the end of its economic life. (5 marks)
(ii) Outline three ways in which “internet of things” is benefitting small and medium sized businesses. (3 marks)
(Total: 20 marks)
Wednesday: 27 May 2015. Time Allowed 3 hours

Answer any FIVE questions

QUESTION ONE

(a) Outline four strategic decisions which a developer of a management information system would consider in order to achieve the systems goals and objectives. (4 marks)

(b) Summarize four measures that an organization could put in place to control electronic eavesdropping. (4 marks)

(c) Digital divide is a major issue that public interest groups wish to eliminate in order to narrow down disparities.

Required:

(i) Explain the meaning of the term "Digital divide". (2 marks)

(ii) Identify two causes of digital divide (2 marks)

(iii) Suggest two strategies that a country would take in order to minimize digital divide (4 marks)

(d) Different approaches could be used to develop an information system

Required:

Identify four situations where rapid application development (RAD) could be used (4 marks)

QUESTION TWO

a) Suggest how a business could overcome the following challenges of e-commerce:

   i. Payment fraud (2 marks)
   ii. Lack of visitors to the business website (2 marks)

b) In relation to information system product protection, explain the importance of the following laws:

   i. Copyright law (2 marks)
   ii. Trade mark protection law (2 marks)

c) i. Outline six benefits of closed software (6 marks)

   ii. Citing two examples highlight four benefits of "bundled" software (6 marks)

QUESTION THREE

(a) The management of orient enterprises is disappointed with the performance of the business. They have been advised to initiate business process re-engineering (BPR).

Required:

(1) Advise the management of Orient enterprise on the steps involved in business process re-engineering (4 marks)
(2) Outline six challenges the management is likely to encounter during business process re-engineering (6 marks)

b) Enumerate five quality thresholds of an enterprise resource planning (ERP) system (5 marks)

c) Summarize five roles of supply chain information system management (5 marks)

QUESTION FOUR

Many organisations are taking up development of management information systems (MIS) to cope with the changing business environment.

Required:

(a) Analyse five forces that could drive an organisation towards implementing management information systems (MIS). (10 marks)

(b) Evaluate five barriers towards implementation of MIS in an organisation (10 marks)

QUESTION FIVE

There is a little doubt that information communication technology (ICT) has changed the traditional model of doing business. Critical to this change is the growth of rich functionality through m-commerce.

Required

(a) Explain the term "m-commerce" (2 marks)

(b) Analyse five reasons for the slow uptake of m-commerce (10 marks)

(c) Discuss four legal challenges faced by m-commerce (8 marks)

QUESTION SIX

(a) The information system manager of ABE ltd has recommended installation of computer network in the company’s new offices. The management of the company is not yet convinced on the benefits of the computer network.

Advise the management on six benefits to be derived from installing the network (12 marks)

(b) Explain the following branches of ethics in relation to information systems:

(I) Descriptive ethics (2 marks)

(II) Applied ethics (2 marks)

(III) Normative ethics (2 marks)

(IV) Meta-ethics (2 marks)

QUESTION SEVEN

(a) BIP Ltd. is a large software vendor who has been operating in a very competitive business environment.

Using Porters model, explain how the company could overcome the competition and thrive in such an environment (15 marks)

(b) Outline five factors that could help an organization develop an effective information system strategy (5 marks)