

061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/8/6

MANAGE INFORMATION SYSTEM

JULY/ AUGUST 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

TIME: 3 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has two sections **A and B**. Attempt questions in each section as per instructions given in the section.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets.
4. Do not write on the question paper

SECTION A: 40 MARKS

Attempt ALL questions in this section

1. Differentiate between information systems and digital engineering as used in management information systems (4 Marks)
2. Describe THREE basic characteristics of an information system. (6 Marks)
3. Business operations need to be automated. Outline FOUR socio-ethical challenges faced by the management during business process automation. (4 Marks)
4. Identify FOUR advantages of an open information systems. (4 Marks)
5. State the following acronyms in full as used in information systems. (4 Marks)
 - a) ERP
 - b) KWS
 - c) DSS
 - d) SIS
6. Enumerate FIVE benefits an organization gets by implementing management information systems. (5 Marks)
7. Highlight THREE characteristics of Transactional processing system. (6 Marks)
8. Define the following terms as used in management information systems. (3 Marks)
 - a) Interdependent
 - b) Project Planning Document
 - c) Total Quality Management
9. Distinguish between choosing process and monitoring process during acquisition and implementation of an information system. (2 Marks)
10. State TWO objectives of optimal information systems resource utilization. (2 Marks)

SECTION B: 60 MARKS

Attempt any THREE (3) questions in this section

11.

- a) The management of an organization can opt to outsource for an Executive Support System. Explain the reasons behind outsourcing of an executive support system (10 Marks)
- b) Explain FIVE management challenges faced during the implementation of information systems. (10 Marks)

12.

- a) An expert system works on the basis of imitating the human expertise. Explain FIVE application areas of expert systems. (10 Marks)
- b) Explain FIVE reasons why an organization would choose to implement management information systems as opposed to using a manual system (10 Marks)

13.

- a) An effective MIS clearly defines expectations and helps to align employee behavior with the culture and business needs of the organization. Discuss how MIS will transform five departments in an organization. (10 Marks)
- b) With the aid of a diagram, illustrate the appropriate management information systems that can be used to support the three levels of management in an organization. (10 Marks)

14.

- a) Explain FIVE features of an information system used in making unstructured decision (10 Marks)
- b) Many firms and organizations rely on information systems to manage their daily operations. Discuss FIVE main components of an information systems. (10 Marks)