061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/8/6

MANAGE INFORMATION SYSTEM

NOV/DEC 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

This paper consists of 3 printed pages

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing

SECTION A: 40 MARKS

Attempt ALL questions in this section

1. a) Define the term Management Information Systems (MIS).   (2 Marks)

   b) Highlight THREE objectives of implementing an MIS in an organization.   (3 Marks)

2. State TWO objectives of IS planning in business organization   (2 Marks)

3. Discuss THREE significance of security facilities in Information Systems.   (6 Marks)

4. Highlight THREE primary focus of the strategic level in an organization   (3 Marks)

5. State FIVE key components of information systems   (5 Marks)

6. Explain the concept of a cybernetic system and how it uses feedback mechanisms.   (2 Marks)

7. Outline FOUR commonly used performance indicators at the tactical level   (4 Marks)

8. Information Resource Management encompasses the systematic planning, control and optimization of an organization's information resources to support its goals and objectives. Mention FIVE key concepts in Information Resource Management (IRM)   (5 Marks)

9. Discuss TWO common planning techniques used in Information Systems (IS).   (4 Marks)

10. Describe TWO information system acquisition methods   (4 Marks)

SECTION B: 60 MARKS

Attempt any THREE questions in this section

11. You have been appointed as the Chief Information Officer (CIO) of a medium-sized company that is experiencing challenges with its Information Systems (IS) operations. Your first task is to revamp the IS planning and project management processes.
    a) Discuss the SEVEN key steps to be followed to ensure a successful IS planning process.

    (14 Marks)
    b) Categorize SIX essential elements of project planning that you would employ for system project. (6 Marks)

12.
    a) In the context of Information Resource Management (IRM) concepts, discuss **SIX** ways in which organizations can balance the need for data accessibility and data security. (12 Marks)
    b) Justify the significance of FOUR aspects of managing Information Resources in the public sector, such as government agencies or educational institutions. (8 Marks)

13.
    a) Elaborate FIVE important of usability and user-friendliness qualities of an IS. (10 Marks)
    b) Information systems are important components of organization. Describe FIVE types of information systems. (10 Marks)

14. Outsourcing can be defined as the process of turning partially or fully an organization's IT services to external entities.
    a) Discuss FIVE merits of outsourcing an IS to an organization (10 Marks)
    b) Explain FIVE types of systems that are found in business organization (10 Marks)

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