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1. (a) Explain each of the following types of systems as used in management information systems:

(i) knowledge management system; (2 marks)

(ii) supply chain management system. (2 marks)

(b) Susan intends to purchase a *transaction process management system* for her company. Explain **three** characteristics that she should consider. (6 marks)

(c) Distinguish between *technical* and *behavioral* approaches to management information systems. (4 marks)

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(d) Zilpa, an ICT expert at JTL Company intends to write a report on the negative impacts of information systems to its users. Explain **three** impacts that she could mention. (6 marks)

2. (a) Outline **four** advantages of automation to organizations that embrace it. (4 marks)

(b) Jupiter, a distribution company intends to install a Global Positioning System in all its vehicles. Explain **three** advantages that the company would derive from this system. (6 marks)

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(c) Distinguish between *office automation* and *executive information* systems as used in management information systems. (4 marks)

(d) ABX Company prefers to outsource some of its management information system functions. Explain **three** benefits that may have contributed to their preference. (6 marks)

3. (a) Outline **four** characteristics of information as a resource in an organization. (4 marks)

(b) Management information systems decisions are categorized into three. Explain each of this by stating the level in management where each is applied. (6 marks)

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(c) Explain each of the following types of systems maintenance:

(i) corrective; (2 marks)

(ii) adaptive. (2 marks)

(d) Gabby, an information system manager at Globe Company advised the company to connect its Management Information System to the Internet. Explain **three** advantages that the company would gain from this connection. (6 marks)

4. (a) Explain **two** advantages of using Gantt charts in project management. (4 marks)

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(b) Govi, the systems manager at JZX Company decided to use of the direct procurement method during a procurement process. Explain **three** circumstances that may have influenced his decision. (6 marks)

(c) Differentiate between *leading* and *monitoring* as used project management. (4 marks)

(d) The management of Junta Company just installed an MIS in different departments. Some department staff are alleging that the system is not good but the real situation is that they did not want to use it. Explain **three** factors that the company should put in place to ensure that the staff embrace the system. (6 marks)

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5. (a) Outline **four** causes of project failure. (4 marks)

(b) (i) Explain the term *data privacy* as used in computer ethics. (2 marks)

(ii) Describe the term *enterprise resource planning* as used in management information systems. (2 marks)

(c) Marko Company has integrated the use of cloud computing in its operations. Explain **three** advantages that the company is likely to gain from this move. (6 marks)

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(d) June, the IT manager of a hospital has advised the management to install an expert system for disease diagnosis. Explain **three** reasons that could have led to her advice. (6 marks)

6. (a) Define each of the following terms as used in management information systems:

(i) re-engineering; (2 marks)

(ii) rationalization. (2 marks)

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(b) Jane, a systems administrator at Lazebo Company intends to put measures in place to prevent unauthorized access to the company's information system. Explain **three** measures that she could enforce. (6 marks)

(c) Karri has been contracted to design a decision support system for Motif Company. Explain **three** components that he should consider. (6 marks)

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(d) Distinguish between *responsibility* and *accountability* as used in management information systems. (4 marks)

7. (a) Define each of the following terms as used in project management:

(i) optimistic time; (2 marks)

(ii) most likely time. (2 marks)

(b) Explain **two** *group decision-making techniques* as used in management. (4 marks)

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(c) Mantle Company intends to use the *open tendering method* to procure its management information system. Outline **three** requirements of this method that the company should fulfill. (6 marks)

(d) Jake prefers not to procure the tailored software for his company. Outline **three** reasons for his preference. (6 marks)

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8. (a) Outline **four** characteristics the *information systems planning model.* (4 marks)

(b) Distinguish between *direct end user* and *indirect end user* as used in computer operations. (4 marks)

(c) Rima, an advisor at JXT Company intends to set up mechanisms that could be used to prevent repetitive strain injury to its employees. Explain **three** such mechanisms. (6 marks)

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(d) Jeremy had the following characteristics about the levels of management:

(i) short range goals , plans and tactics.
(ii) day to day plans and supervisory task.
(iii) long range goals , plans and strategies.

Identify each of the levels and state at least one information requirement of each level.

(6 marks)