MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

SCHOOL OF SCIENCE AND INFORMATION SCIENCES
BACHELOR OF COMMERCE

COURSE CODE: BCM 1209
COURSE TITLE: INTRODUCTION TO BUSINESS INFORMATION SYSTEM

DATE: 26TH APRIL 2018   TIME: 8.30-10.30AM

INSTRUCTIONS TO CANDIDATES

(b) *Answer question ONE (compulsory) and any other THREE questions.*
(c) *Question one carries 25 marks*
(d) *All other questions carry 15 marks*
(e) *Mobile Phone is not allowed in the exam room*

ANSWER QUESTION ONE COMPULSORY 30 MARKS

QUESTION ONE

REQUIREMENTS:

a) Discuss the reasons why there may be user resistance to the introduction of the new system and explain the types of support that could be organised to help users utilize InfoTek efficiently. **(8 marks)**

b) Explain the issues Hibernia should consider before successfully implementing the recommended system. **(10 marks)**

c) Define an expert system, describe how it works, and explain its value to business. **(6 Marks)**

d) List and describe the options Hibernia has if they choose not to develop their software in house. **(6 marks)**

SECTION B
ANSWER ANY TWO OUT OF THE FOUR QUESTIONS EACH 20 MARKS

QUESTION TWO
a) Discuss **THREE** key technology trends that raise ethical issues. Give an example of an ethical or moral impact connected to each one. **(10 Marks)**
b) List and describe the potential computer-related health risks which could affect the modern business that has adopted information system
(10 Marks)

QUESTION THREE

a) Explain business advantages and disadvantages of cloud computing
(12 Marks)

b) What management, organisation, and technology issues should be considered when selecting computer hardware and software? **(8 Marks)**

QUESTION FOUR

a) Discus the expert system that are used in the day to day operation of Safaricom company. **(12 Marks)**

b) Define the term knowledge management and, using an organisation of your choice, explain what types of knowledge it would have and how such an organisation could benefit from knowledge management **(8 Marks)**

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