



MURANG'A UNIVERSITY OF TECHNOLOGY
SCHOOL OF COMPUTING AND INFORMATION
TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

UNIVERSITY ORDINARY EXAMINATION

2024/2025 ACADEMIC YEAR

FOURTHE YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR
OF BUSINESS INFORMATION TECHNOLOGY AND DEVELOPMENT
STUDIES WITH IT

SIT 400– MANAGEMENT INFORMATION SYSTEMS

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question ONE and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Define the term management information systems (MIS) and explain its any two roles in supporting decision making in organisations. (6 marks)
- b) Differentiate between Transaction Processing Systems (TPs) and Decision Support Systems (6 marks)
- c) It is difficult to predict in advance whether the implementation of an information system will be successful. Discuss **THREE** reason why this might be the case. (6 marks)
- d) MUT installed a new information system for data processing. Explain three guidelines that could be applied to ensure responsible use of this system. (6 marks)
- e) Discuss **THREE ways** how cloud computing has improved flexibility and reduced costs of modern information systems. (6 marks)

SECTION B– ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Describe **THREE** major management challenges to building and using information systems. (6marks)
- b) With examples, discuss the **THREE** levels of Information Technology Infrastructure. (6marks)
- c) You are tasked with implementing a supply chain management (SCM) system for a manufacturing company. Discuss any **FOUR** business value of supply chain management system in an organisation. (8 marks)

QUESTION THREE (20 MARKS)

- a) With real world examples, discuss **THREE** ways how Artificial Intelligence (AI) is transforming decision making in businesses. (6 marks)
- (b) Discuss any **THREE** common Cyber-Security threats in MIS and how can organisations mitigate them. (6 marks)

(c) Although information systems are executing many exciting opportunities for both businesses and individuals, they are also a source of new problems, issues and challenges for managers. Discuss FOUR of these challenges and clearly show how these challenges can be dealt with.

(8 marks)

QUESTION FOUR (20 MARKS)

XYZ Corporation recently implemented a new customer relationship management (CRM) system to improve customer engagement and sales tracking. The system has automated several manual processes and provides real time analytics, but some employees are struggling to adapt to the new system.

- a) Identify TWO challenges that XYZ Corporation may face when implementing a new CRM system (6 marks)
- b) Identify how CRM System can improve customer relationships and support decision making at XYZ Corporation (8 marks)
- c) Evaluate the strategies that the company can adopt to facilitate employee training and system adoption (6 marks)