The Management University of Africa

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CERTIFICATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

CERTIFICATE IN BUSINESS INFORMATION COMMUNICATION TECHNOLOGY

CBT 103 : INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

DATE: 29th NOVEMBER 2019

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

INTEGRATED CUSTOMS SYSTEM GAME-CHANGER IN CLEARANCE OF GOODS

Article featured on business daily September 14, 2017.The author Julius Musyoki is Commissioner for Customs and Border control at Kenya Revenue Authority

Customs agencies, globally, are facing the emerging dilemma of balancing demands to improve trade facilitation while at the same time meeting increasing needs for compliance

They are under pressure to deliver customer-focused services. Collect accurate revenues and prevent illegal trade within the constraints of limited resource.

These calls for modernization of customs administration to deliver agility, accuracy, security, and transparency using systems that are empowering rather than restrictive.

It is this reason that the Kenya Revenue Authority (KRA) is implementing the Integrated Customs Management System (ICMS).

This system consolidate all the existing customs systems into one Modern, robust and more efficient system built on the latest technology with capability of seamlessly interfacing with other internal and external systems as need arises.

The system is bound to be a game-changer in customs processing as it will align operation with international best practices and improve the ease of doing business not only in Kenya but also in East African Community (EAC)

In line with the world Trade Organization (WTO) requirement for the simplification and harmonization of international trade procedures, ICMS promises to further simplify and optimize customs processes.

The changes involves coming up with a new system that incorporates all the subsystems built around the main clearance system as well newly defined functionalities.

The current customs system, Simba 2005/2014, runs on a multiplicity of sub-systems and requires multiple points of authentication for users hence sometimes takes more time, but with the new system, it is envisioned that clearance time for imports and export will reduce by at least 60 per cent, for a long time, all EAC member states, except Kenya, have been using the automated system for Customs Data (Asycuda).

The ICMS is now able to exchange customs declaration information with Asycuda.

This is of great benefits to countries that rely on Mombasa port. With the new ICMS, all countries that have been using Mombasa port will be able to track the movement of their cargo. The issue of possible diversion of transit goods into the local market or disappearance of containers will be a thing of the past. Further, the new system has friendly interactive capabilities that will eliminate redundant processes, automate manual and semi-manual processes, and incorporate robust management in all customs transactions.

This will pave the way for the era when trade will enabled to make their own cargo self-declarations.

In addition, the ICMS solution comes with best practice features including auto-upload of cargo import data from shipping manifest to prevent import falsification, auto-exchange of information with iTax to counter non –compliant traders and a virtual electronic auction platform to make customs cargo auctions accessible to all.

This level of improvement for Kenya's customs processes and procedures will allow for less paperwork and thus faster clearance, to save not only money but also time in Business transactions

Required

(a) From the case study business it is seen that KRA is implementing a customs management System so as to improve port efficiency and effectiveness Like in other information systems the custom management system comprises of 5 (five) components, list and briefly describe these 5 components **(10 marks)**

(b) In the case study above, the integrated customs Management System (ICMS) being implemented by KRA will play a key role in the running of port business. As an information system expert, explain the four key functions the I CMS do for KRA in terms of Data and Information handling? **(10 marks)**

(c) The ICMS being implemented by KRA can be categorized as an information system, briefly describe the 3 types of Information systems **(10 marks)**

QUESTION TWO

a) Define the term, Business Information System (BIS) **(1mark)**

b) Business information systems purely depends on the data and information fed to the system and in case of the quality of information is tempered with, the system fails to provide authentic information for the purpose of decision making by managers .State and briefly describe at least 5 characteristic of good information system **(9 marks)**

QUESTION THREE

Explain **Five** Information systems challenges confronting managers **(10 marks)**

QUESTION FOUR

a) State and explain any four output devices that can be used in institutions. **(4 marks)**

b) Define the following terms:

i. Data **(1 mark)**

ii. Information **(1 mark)**

c) By use of a diagram illustrate the data Transformation process **(4 marks)**

QUESTION FIVE

a) Propose **five** information system activities and Explain **(5 marks)**

b) A company is planning to install a program into its computer system. Describe **five** factors that the company should consider while purchasing a computer program **(5 marks)**

QUESTION SIX

a) Explain the Meaning of the following terms **(5 marks)**

I. System

II. Information system

III. Database

IV. Input device

V. Output device

b) Extranet refers to an internet made accessible to the selected external partners such as business partners, suppliers, key customer etc. for exchanging data and applications and sharing information. Demonstrate any five benefits of extranets to an organization **(5marks)**