

The
Management
University
of Africa



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DIPLOMA UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA IN BUSINESS INFORMATION

COMMUNICATION TECHNOLOGY

DBT 201: INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

DATE: 7TH APRIL 2026

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:

ZETA MANUFACTURING COMPANY

Zeta Manufacturing, a medium-sized company specializing in electronic components, faced challenges managing its growing operations. The company's legacy systems for inventory, sales, and finance were outdated, leading to inefficiencies, errors, and delays. To address these issues, Zeta decided to implement an Enterprise Resource Planning (ERP) system. The company selected a leading ERP vendor and allocated \$500,000 for the project. The goals were to: Integrate all business processes, Improve real-time decision-making, and Enhance customer satisfaction by improving order accuracy and reducing delays, Implementation Process. The project began with a thorough planning phase. A cross-functional team was formed, comprising members from various departments, including operations, finance, IT, and sales. Consultants with expertise in ERP implementations were brought in to guide the process and provide technical support. Together, the team conducted a detailed analysis of Zeta's existing processes, identified inefficiencies, and determined the specific requirements for the new system.

This phase also included setting clear goals, establishing timelines, and ensuring alignment among stakeholders. Phase 2: Implementation and Training: Once the planning was complete, the ERP system was configured to meet Zeta's needs. This involved customizing certain features to align with the company's workflows and integrating the system with existing tools where necessary. Employee training was a critical aspect of this phase. While the younger staff adapted quickly to the new system, resistance to change was observed among some senior employees who were accustomed to the legacy systems. The management team worked closely with these

employees, organizing training sessions and addressing their concerns to ease the transition

The next stage was to go live, the system went live on schedule, but issues like data migration errors and system glitches caused disruptions. Customer complaints initially increased. Six months later, the company reported a 20% reduction in inventory holding costs and a 15% improvement in order processing times. However, some employees still struggled with the system, and the company considered conducting additional training. Later the company managed to train all of their employees and everyone was able to use the system.

Required:

a) There are various challenges that a company faces while implementing a system, state some of the primary challenges Zeta Manufacturing faced **BEFORE** implementing the ERP system?

(5 marks)

b) Explain the steps to take during the implementation process

(6 marks)

c) Highlight the major challenges faced during and after implementation? (10 marks)

d) If you were a consultant for Zeta Manufacturing, state the recommendations you would make to address the remaining issues

(4 marks)

e) State the advantage of having an ERP system. **(5 marks)**

QUESTION TWO

a) Highlight the three classes of information users. Provide a detailed explanation of each class, including their roles, characteristics, and examples of how they utilize information in a business environment.

(5 marks)

b) Assess the characteristics of a business information system

(5 marks)

QUESTION THREE

Explain five security threats associated with information systems

(10 marks)

QUESTION FOUR

a) It is important for organizations to have a dedicated team to effectively manage an information system. State roles of an information technology department

(4 marks)

b) The systems model is a process-oriented representation that emphasizes the influences, or flow, of information between modules. State some of the major systems models

(3 marks)

c) Give three problems associated with Information System software acquisition

(3 marks)

QUESTION FIVE

a) Explain the meaning of the following terms

i. Input devices **(1 Mark)**

ii. Output devices **(1 Mark)**

iii. Databases **(1 Mark)**

iv. Information **(1**

Mark)

v. Data

(1 Mark)

b) State the limitations of file systems
marks)

(5

QUESTION SIX

a) There are various types of information systems. State five Types of information systems

(6 marks)

b) Decisions are made at different levels in an organization. Explain the four stages of decision making

(4 marks)