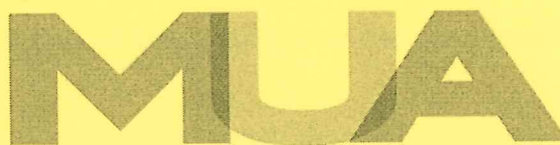


The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF COMMERCE

UCU 403/BCM 423/UCU 301: MANAGEMENT INFORMATION SYSTEMS
/BUSINESS MANAGEMENT INFORMATION
SYSTEMS

DATE: 13TH December 2022

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 **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 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:

Higher Education Redefined: Virtual Education at Ahlia University

Collaboration in educational institutions usually involves cooperation among students, faculties, sponsors, and universities. Unlike the corporate world, higher education institutions have generally fallen behind in adopting the latest technologies and have continued to rely primarily on face-to-face (F2F) collaboration. F2F learning predominates because of the widespread view that it helps students stay focused, connect with each other, follow a standard timetable, and improve their physical wellness and mental alertness. Faculties believe that it enables them to better understand and assess their students' qualities and shortcomings and to fulfill their roles as mentors. F2F learning enables students to share their perspectives and have their questions addressed with a level of personal interaction that digital learning cannot replicate.

However, the COVID-19 pandemic has forced universities to rethink their assumptions. Although many universities worldwide had already begun to implement virtual learning before the pandemic hit, they were at varying degrees of implementation when the lockdowns began, and many had to rush to catch up.

Ahlia University Bahrain, has effectively moved the bulk of its operations and services online: teaching, academic advising, career development services, counseling services, digital library services, payment services, document management, internship programs, student activities, and student complaint services. The university prepared itself for the online transition by implementing a series of measures spread over a period of two to three months. This included addressing infrastructural requirements for online education: optimum Internet speed, network upgrades, and licensing of Microsoft and other open-source or affordable software packages. Short videos and manuals on how to use different technologies and e-learning platforms were prepared to help students, faculties,

and administrative bodies. Online training and support were provided through a hotline, it's official website, virtual training courses, as well as through WhatsApp, other social media, and YouTube videos. The university provided its members with access to Microsoft Office 365 and a library of e-books as well. Security policies were implemented to enhance the protection of information and privacy. Faculty underwent intensive training to strengthen the educational process itself and ensure that there would be no disruption in the event of an emergency.

Microsoft SharePoint, a web-based cloud collaboration tool for information storage and management, had already been implemented by the university toward the end of 2019. SharePoint is used to share and maintain up-to-date information and to expand awareness of the university's plans, decisions, events, rules, and policies among students and faculty. SharePoint has built cohesion, harnessed collective knowledge, and driven organizational efficiency by sharing common resources. It has also promoted collaboration between the internal units of the university and external bodies.

To conduct classes online, Ahlia University chose Microsoft Teams, a collaborative tool that allows users to chat, make calls, share documents, and conduct meetings. The university's IT team linked time tables and class lists from the university's Student Information System database, which stores and tracks all student information, including grades and attendance records, to Microsoft Teams using application programming interfaces (APIs) to import relevant course details. Using Microsoft Teams has enabled the university to create a secure environment where access to Teams chats and groups is barred to outsiders. All classes are recorded so students can review and recall all that has been taught. Advice, career development, and counseling services for mental health issues have also been made available through Microsoft Teams chats and calls.

The Course details and class list from the Student Information System have also been linked with Moodle, an open-source learning management system. This has

contributed significantly to mass enrollment and secured authentication. Through Moodle, instructors use quizzes, chat messages, forums, workshops, uploaded course materials, assessments, and surveys with tracking and reminder options to improve their students' efficiency in studying and to ensure the timely completion of assignments and courses.

To conduct online webinars and conferences with industry specialists and other universities, Ahlia University has used Zoom in addition to Microsoft Teams. As of September 2020, the university had participated in 9 webinars, 12 local conferences, and 34 international debates and conferences involving universities and industry specialists from Asia, the United Kingdom, the United States, and the Middle East. Before the adoption of platforms like Zoom and Microsoft Teams, the number of Ahlia University's international collaborations were limited to only around 11 per year. Moving discussions online has greatly reduced expenses due to travel while facilitating the exchange of knowledge and encouraging academic contributions. The success of these collaborations has prompted Ahlia University to consider focusing on online platforms even after the pandemic is over.

Sources: Ahlia University-Bahrain, "COVID-19," www.ahlia.edu.bh

Required:

- a) Evaluate the steps taken by Ahlia University to promote efficient collaboration.
[10 marks]
- b) Discuss five social networking software capabilities that Ahlia University would have considered before settling for Microsoft Teams and Zoom as part of their collaboration tools.
[10 Marks]
- c) The IT department at Ahlia university played a key role in implementation of the online training and support. List and explain 5 factors that affect software acquisition.
[5 Marks]

QUESTION TWO

- a) Define business processes and how they are related to information systems.
[2 marks]
- b) Discuss the characteristics of good information as used in systems
[6 Marks]
- c) List five information system components
[2 Marks]
- d) Demonstrate a series of functions carried out by an information system
[5 Marks]

QUESTION THREE

- a. With use of appropriate examples, discuss with reference to Transaction Cost Theory, the economic impact of information systems on organisations.
[10 Marks]
- b. List five key E-commerce activities.
[5 Marks]

QUESTION FOUR

- a. Using appropriate examples, discuss the role Management Information Systems (MIS) in improving decision making.
[5 Marks]

- b. Discuss the characteristics of Executive Information Systems (EIS).

[10 Marks]

QUESTION FIVE

- a. Discuss the Waterfall model as used in the development of information systems

[6 Marks]

- b. Differentiate any three types of Computer virus.

[9 Marks]

QUESTION SIX

Identify and describe five features of an information technology implementation plan.

[15 Marks]