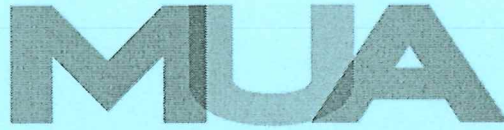


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**UNDERGRADUATE UNIVERSITY EXAMINATIONS**

**SCHOOL OF MANAGEMENT AND LEADERSHIP**

**DEGREE OF BACHELOR OF MANAGEMENT AND LEADERSHIP/  
BACHELOR OF COMMERCE/ BACHELOR OF DEVELOPMENT  
STUDIES**

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

DATE: 22<sup>ND</sup> JULY 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:**

**DON'S LUMBER COMPANY**

Don's Lumber Company on the Hudson River is one of the oldest retail lumberyards in New York State. It features a large selection of materials for flooring, decks, moldings, windows, siding, and roofing. The prices of lumber and other building materials are constantly changing. When a customer inquires about the price of pre-finished wood flooring, sales representatives consult a manual price sheet and then call the supplier for the most recent price. The supplier, in turn, uses a manual price sheet, which has been updated each day. Often, the supplier must call back Don's sales reps because the company does not have the newest pricing information immediately on hand. Assess the business impact of this situation, describe how this process could be improved with information technology, and identify the decisions that would have to be made to implement a solution. Who would make those decisions? Don's Lumber Company on the Hudson River features a large selection of materials for flooring, decks, moldings, windows, siding, and roofing. The prices of lumber and other building materials are constantly changing. When a customer asks about the price of pre-finished wood flooring, sales representatives consult a manual price sheet and then call the supplier for the most recent price. The supplier, in turn, uses a manual price sheet, which has been updated each day. Often, the supplier must call back Don's sales reps because the company does not have the newest pricing information immediately on hand.

**Required:**

- a) Discuss the impact on the company's current business activity.  
[6 Marks]
- b) Elaborate how current business activity can be improved by the with information technology  
[6 Marks]
- c) Discuss decisions that would have to be made to implement a Business information system solution  
[8 Marks]

- d) Company A and company B are in the same line of business. Company B is utilizing the Enterprise Resource Planning System while Company A isn't. Discuss FIVE advantages that Company B is enjoying over Company A.

[5 Marks]

### QUESTION TWO

- a) Discuss the stages of the information system development. [10marks]
- b) Discuss any five features that all organisation have in common. [5marks]

### QUESTION THREE

- a) Discuss the major business functions in relation to information systems. [8 marks]
- b) Evaluate how a business gains competitive advantage through the use of management information systems. [7 marks]

### QUESTION FOUR

Using Examples briefly explain the following types of information systems;

[15marks]

- i. Transaction processing system
- ii. Decision support system
- iii. Executive support system.
- iv. Enterprise Resource Planning

v. Content Management System

**QUESTION FIVE**

- a) Describe THREE major global issues associated with information systems  
(6marks)
- b) Discuss FIVE tangible benefits of information systems to an organization  
(9marks)

**QUESTION SIX**

- a). Discuss any four systems changeover strategies  
(8 marks)
- b). Show how biometrics and encryption can enhance information systems security.  
(7 marks)

