MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2016/2017

THIRD YEAR FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY

CITY CAMPUS – EVENING

CIT 305: INFORMATION MANAGEMENT

Date: 16th June, 2017   Time: 5.30 - 8.30pm

INSTRUCTIONS:
- Answer Question ONE and any other TWO
- Start each question on a new page
- Mobile phones are prohibited in the Examination room
- Do not write on the question paper

QUESTION ONE (30 MARKS)

a) Discuss the characteristics of the following information systems (10 Marks)

    i.   Decision Support System (DSS)

    ii.   Management Information System (MIS)

    iii. Knowledge Management System (KMS)

    iv. Transaction Process System (TPS)

    v.   Executive support system (ESS)

b) Discuss the management challenges in the design, implementation and management of

Information system in a Business organizations

    (10 Marks)

c) Discuss the various ways of securing a wireless network(10 Marks)

QUESTION TWO (20 MARKS)

(a)Define the following terms(6 Marks)

    i.   Strategy

    ii.   Strategic Management

    iii. Competitive advantage

(b) Discuss the techniques used in data mining (10mks)

(C)What is data warehouse (2mks)

(e) Differences between typical data warehouses and OLTP systems(2mks)

QUESTON THREE (20 MARKS)

Use the table below to answer the questions that follow.

Table: Customer

CustomerID	CustomerName	ContactName	Address	City	PostalCode	Country
1	Alfreds Futterkiste	Maria Anders	Obere Str. 57	Berlin	12209	Germany
2	Ana Trujillo Emparedados y helados	Ana Trujillo	Avda. de la Constitución 2222	México D.F.	05021	Mexico
3	Antonio Moreno Taquería	Antonio Moreno	Mataderos 2312	México D.F.	05023	Mexico
4	Around the Horn	Thomas Hardy	120 Hanover Sq.	London	WA1 1DP	UK
5	Berglunds snabbköp	Christina Berglund	Berguvsvägen 8	Luleå	S-958 22	Sweden

The table above contains five records (one for each customer) and seven columns (CustomerID, CustomerName, ContactName, Address, City, PostalCode, and Country). Use it to write SQL statements to:

(a)Display all contact names and addresses of all customers residing in Kisumu city. (3 Marks)

(b)Display contact names and city of all customers whose names contain the letters
   "ILL" grouped in ascending order of their coutry.   (5 Marks)

(c)Display contact names and addresses of customers whose country contains
   the letter "e" as the second letter in its name.   (5 Marks)

(d)display today's day value   (2 marks)

(e)Delete the table Employee_data an d all its contents.   (2 marks)

(f) Join the strings "Maseno" and "University" as Institution, separating them
   with a single space from the table COURSES.   (3 marks)

QUESTION FOUR (20 MARKS)

(a) Describe the characteristics of good information to an organization(10 marks)

(b) What are the security problems experienced in electronic and web based systems including the internet(10)marks

QUESTION FIVE (20 MARKS)

(a) State and explain why information systems vulnerable(10 marks)

(b) Explain the following terms as used in information security circles(10 marks)

  i. Vulnerability

  ii. Threat

  iii. Risk

  iv. Exposure

  v. Safeguard