



“Investing in Africa’s Future”

COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE

NMMS 501: MANAGEMENT INFORMATION SYSTEMS

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2022

LECTURER: Agrippah Kandiero (Dr)

TIME: 3 HOURS

Answer questions as specified in each section.

Total possible mark is **100**.

Start **each Section B** question on a new page in your answer booklet.

The marks allocated to **each** question are shown at the end of the section.

Avoid zero-intelligible content and answer in expanded bullet point form.

Credit will be awarded for logical, systematic and neat presentations.

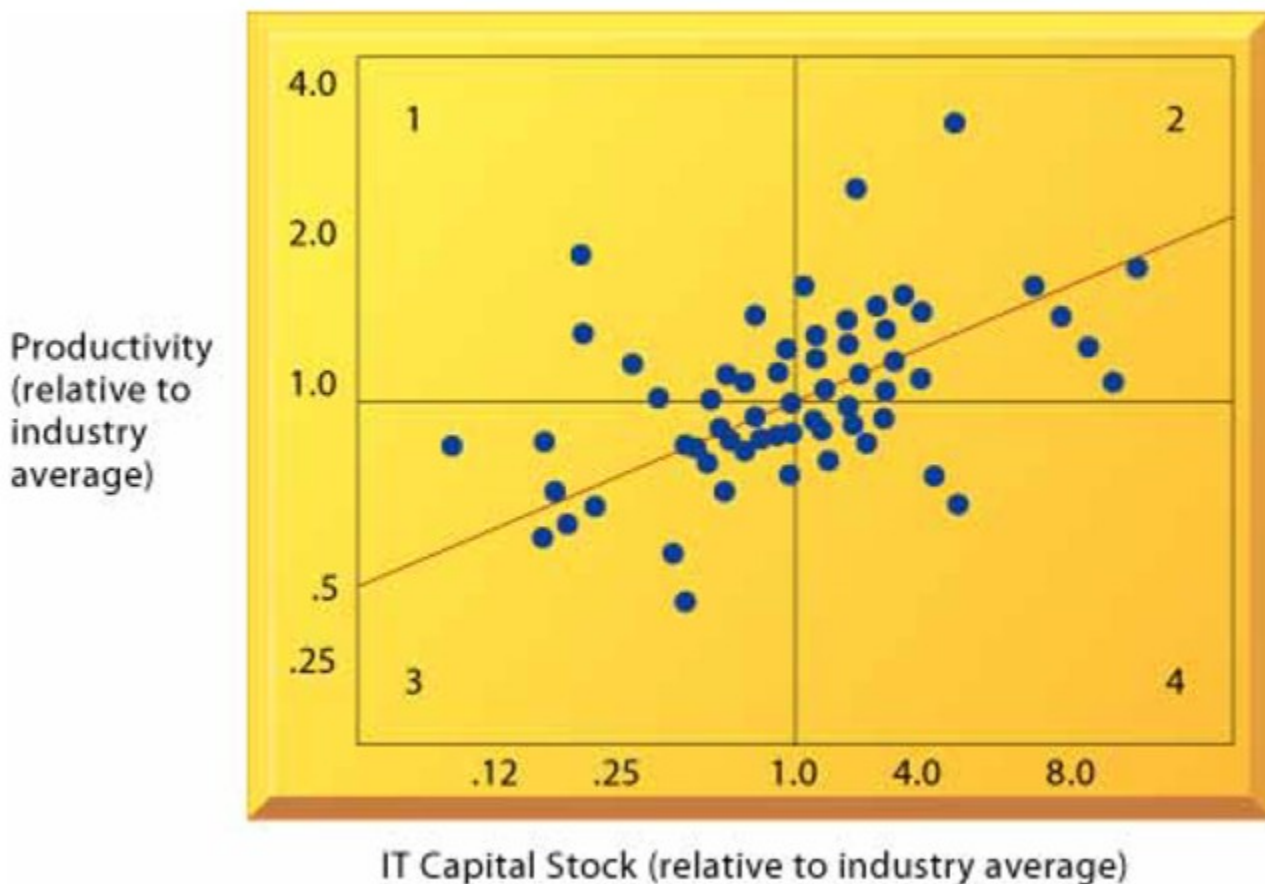
ACTIONA – ANSWER ALL QUESTIONS

Question 1: [25 Marks]

Although the Porter model is very helpful for identifying competitive forces and suggesting generic strategies, it is not very specific about what exactly to do, and it does not provide a methodology to follow for achieving competitive advantages. If your goal is to achieve operational excellence, where do you start? Make a detailed presentation of the business value chain model helps attain operational excellence.

Question 2: [25 Marks]

- (a) Define the concept of complementary assets? [5]
- (b) Why are complementary assets essential for ensuring that information systems provide genuine value for an organization? [5]
- (c) Describe the complementary social, managerial, and organizational assets required to optimize returns from information technology investments. [5]
- (d) The distinguish the four different quadrants that show the four possible scenarios of returns in ICT capital investment and indicate and justify where your organization belongs [5]



- (e) What complementary assets do you recommend your organization should work on to maximize returns in ICT capital investment [5]

SECTION B - ANSWER ANY TWO QUESTIONS

Question 1: [25 Marks]

- a) What are the principal components of telecommunications networks and key networking technologies?
- b) Outline and describe the features of a simple network and the network infrastructure for a large company?
- c) Name and describe the principal technologies and trends that have shaped contemporary telecommunications systems.

Question 2: [25 Marks]

- a) What are the components of an organizational framework for security and control?
- b) Define general controls and describe each type of general control.
- c) Define application controls and describe each type of application control.
- d) Describe the function of risk assessment and explain how it is conducted for information systems.
- e) Define and describe the following: security policy, acceptable use policy, and identity management.
- f) Explain how MIS auditing promotes security and control.

Question 3: [25 Marks]

- a) Which features of organizations do managers need to know about to build and use information systems successfully? What is the impact of information systems on organizations?
- b) Define an organization and compare the technical definition of organizations with the behavioral definition.
- c) Identify and describe the features of organizations that help explain differences in organizations' use of information systems.
- d) Describe the major economic theories that help explain how information systems affect organizations.
- e) Describe the major behavioral theories that help explain how information systems affect

END OF PAPER
