UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
END OF SEMESTER ONE EXAMINATIONS

ACADEMIC YEAR 2024/2025

DEPARTMENT: MANAGEMENT

SEMESTER: ONE

PROGRAMME(S): DIPLOMA IN BUSINESS ADMINISTRATION (DBA)

YEAR OF STUDY: TWO

COURSE: BUSINESS INFORMATION SYSTEMS

COURSE CODE : ICT215

DATE: THURSDAY 12TH, DECEMBER 2024

TIME: 2:00 PM – 5:00 PM

DURATION: 3 HOURS

INSTRUCTIONS:

(i) This paper contains two Sections: A (40 marks) & B (60 marks).

(ii) Attempt ALL questions in Section A, and ONLY THREE questions in Section B.

(iii) All questions in Section B carry equal marks.

(iv) Credit will be given for use of relevant examples and illustrations.

(v) Begin each number in Section B on a new page of the answer sheet.

(vi) DO NOT write on this question paper.

SECTION A [40 Marks]

Attempt ALL questions in this section

Question 1

a) Define an **Information System** in an organization? **(02 marks)**
b) Explain any **three (3)** components of an information system **(06 marks)**
c) Distinguish between data and information **(04 marks)**
d) Explain any **four (4)** qualities of good information **(04 marks)**
e) Define the term **Cloud computing** **(02 marks)**
f) Explain **four (4)** advantages of cloud computing **(08 marks)**
g) Explain **four (4)** disadvantages of cloud computing **(08 marks)**
h) Define the term Business Process **(02 marks)**
i) Give **four (4)** examples of business processes involved in the Sales and Marketing function of an organization **(04 marks)**

SECTION B [60 MARKS]

Attempt **ONLY THREE** Questions in this Section.

Question 2

a) Distinguish between hardware and software as used in information systems giving two example of each **(04 marks)**
b) Information Systems can be classified based on organizational constituency but also based on the functional areas of the organization. Explain four types of information systems based on each classification. **(16 marks)**

Question 3

a) How do information systems drive an enterprise to gain competitive advantage? **(05 marks)**
b) What do you understand by each of the following enterprise applications?
   (i). Enterprise Resource Planning (ERP) **(05 marks)**
   (ii). Customer Relationship Management (CRM) **(05 marks)**
   (iii). Supply Chain Management (SCM) **(05 marks)**

Question 4

(a) Define the following terms as used in business information systems **(2 Marks @)**
   (i). Code of Ethics
   (ii). Information Systems Security
(b) Explain the following in relation to information systems security: **(2 Marks @)**
   (i) Confidentiality and Privacy

(ii) Authentication
(iii) Integrity
(iv) Availability

(c) Explain four (4) ways of guarding against information system security threats: **(8 Marks)**