



**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** the Questions in this section

Question 1

- (i) What is the role of information systems in organizations? **(2 marks)**
- (ii) Define a business process. **(2 marks)**
- (iii) What are the three major components of an information system? **(3 marks)**
- (iv) Define a system **(2 marks)**
- (v) State the **four steps** of information processing cycle **(4 marks)**
- (vi) What do you understand by the term **Computer-based Information System (CBIS)**? **(2 marks)**
- (vii) Explain any four components of a CBIS **(8 marks)**
- (viii) Distinguish between information systems **hardware** and **software** give two examples of each **(6 marks)**
- (ix) State three types of decisions taken by organizational managers **(3 marks)**
- (x) Define **authentication** in information system security **(2 marks)**
- (xi) State the three components of the **CIA triad** **(3 marks)**
- (xii) Outline three types of information organizational managers use in making decisions **(3 marks)**

SECTION B [60 MARKS]

Attempt **ONLY THREE** Questions in this section

Question 2

The value of information is directly linked to how it helps decision makers achieve the organization's goals.

- a) Distinguish data from information and explain four characteristics used to evaluate the value of information. **(10 marks)**
- b) Explain the difference between database and database management system. **(4 marks)**
- c) State three examples of database management systems. **(6 marks)**

Question 3

- a) What do you understand by the term Information System? **(2 marks)**
- b) State **four** types of enterprise systems used in organizations **(8 marks)**
- c) Define the term *competitive advantage* and discuss four ways how organizations are using information systems to gain such advantage. **(10 marks)**

BUSINESS INFORMATION SYSTEMS

Question 4

Information systems can be classified based on the managerial level of the organization.

- a) Draw a pyramid to illustrate the types of information systems in regard to the above classification. **(4 marks)**
- b) Explain any **four** of the information systems mentioned in (a) above **(8 marks)**
- c) State **four** types of information systems based on the functional areas of the organization. **(8 marks)**

Question 5

- a) What is multi-factor authentication? **(4 marks)**
- b) Define a security threat in regard to business information systems **(4 marks)**
- c) Explain any four threats to information systems security **(8 marks)**
- d) Give four ways in which we can guard against information security threats **(4 marks)**

Question 6

- 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)**

END