

INFORMATION TECHNOLOGY MANAGEMENT

Answer ANY FOUR questions.

Question 1

- (a) Describe the *two* categories of Software [5 marks]
- (b) A word processor is an application software, which allows user to manipulate text with the help of its features to produce documents accurately and efficiently. Hence, identify and discuss the features of word processing that helps to produce documents accurately and efficiently? [12 marks]
- (c) Computer languages can be categorised into *four* languages. Highlight and discuss the *four* languages [8 marks]

Question 2

- (a) Discuss about the Value Added Network (VAN) [3 marks]
- (b) List and explain the different types of computers although the fact that they are categorized according to size and other factors. [16 marks]
- (c) Identify *three* factors that determine the power of a computer [3 marks]
- (d) What are the factors companies should consider for implementing local area network (LAN) [3 marks]

Question 3

- (a) What does Batch Data Processing mean? [2 marks]
- (b) Discuss the problems associated with computers that enforces the need for security and controls in an organisation [9 marks]
- (c) Administrative controls are controls over data and data security that are achieved by administrative measures. They should be applied in *the data processing department*, or computer centre, where an organisation is large enough to have one, and in other offices. Discuss the administrative controls that should be included in an organisation [14 marks]

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Question 4

- (a) Data files must be organized logically into files and be accessible and updated as needed. There are *three* major methods of file organisation and they are *sequential, direct and indexed-sequential* organisation. Describe each method of file organisation with relevant examples [12 marks]
- (b) The *database management system* (DBMS) is the software that builds and maintains the data base. It also provides the environment through which an end-user can access the data base. Discuss the functions performed by a DBMS? [8 marks]
- (c) Identify *three* advantages and *two* disadvantages of Databases [5 marks]

Question 5

- (a) What is a Decision Support System? [3 marks]
- (b) What are the components of decision support system that supports management decisions? [6 marks]
- (c) What are the various ways of classifying Information systems? [10 marks]
- (d) What are the methods of Information Presentation used in information system? [6 marks]

Question 6

Write a *memo* based on the following questions raised by your new System Designer

- (a) What are the problems with classical SDLC that prototyping approach considered inexpensive and quickest way in building a system? [9 marks]
- (b) What are the phases found in the Prototyping Process? [16 marks]

Question 7

- (a) Define Electronic Commerce. [1 mark]
- (b) What are the advantages and disadvantages of online business? [12 marks]
- (c) What are the *four* types of Data Conversion Methods? [12 marks]

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