INSTRUCTIONS
a) *Attempt any four questions*
b) *Marks will be awarded for the use of relevant examples*
c) *Allowed time: 2 hours 30mins*

QUESTION ONE
a) With the aid of diagrams describe the following network topologies
    1) bus topology   **[5 marks]**
    2) Star topology   **[5 marks]**
b) Distinguish between decision support systems(DSS) and transaction processing systems **[4 marks]**
c) What are the five benefits that an organization may enjoy by incorporating the use of information systems in its day to day operations   **[5 marks]**
d) Distinguish between the following terms;   **[6 marks]**
    1) Unstructured and structured decisions
    2) Corrective and perfective maintenance
    3) MAN and WAN

QUESTION TWO
a) Describe the data processing life cycle   **[6 marks]**
b) Distinguish between economic and technological feasibility as used in system development **[4 marks]**
c) Why would one prefer using questionnaires over interviews during data collection   **[5 marks]**
d) Describe the following terms;   **[10 marks]**
    i)   Master file
    ii) Operating system
    iii) Real-time processing
    iv) Index-sequential file design
    v)   Extranet

QUESTION THREE
a) Identify four components of an information system   **[4 marks]**
b) Distinguish between a router and a switch as used in networking   **[4 marks]**
c) Outline five benefits of networks to an organization   **[5 marks]**
d) Describe the four changeover methods giving their advantages   **[12 marks]**

QUESTION FOUR
a) Discuss the obstacles which make it difficult for one to successfully develop an information systems
                                                                      [10 marks]
b) User resistance is one of problems experienced during the development or introduction of a new information system in an organization. describe two ways one could overcome this   **[4 marks]**
c) Outline the characteristics of a local area network (LAN)   **[6 marks]**
d) What are the factors to consider when selecting the right software for your system   **[5 marks]**

QUESTION FOUR
a) Discuss the system development life cycle (**SDLC**)   **[15 marks]**
b) Give four circumstances when an organization would prefer parallel changeover over other changeover methods   **[4 marks]**
c) Outline six characteristics of good information   **[6 marks]**