



# COLLEGE OF HUMAN RESOURCE MANAGEMENT

HIGHER DIPLOMA IN SECRETARIAL MANAGEMENT

SUBJECT: ICT

LECTURER: ANTHONY KARANI

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## INSTRUCTIONS

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

## QUESTION ONE

- a) Briefly describe the following information systems, giving their characteristics;
  - i) Decision support system (DSS) [4 marks]
  - ii) Transaction processing system (TPS) [4 marks]
  - iii) Expert system (ES) [4 marks]
- b) Examine five ways in which information systems have improved operations in organizations [5 marks]
- c) XYZ Limited has acquired a new information system and are planning to change from using the old system to the use of the new one. Briefly describe the various changeover methods they can use [8 marks]

## QUESTION TWO

- a) Differentiate the following terms [10 marks]
  - i) Real-time processing and distributed processing
  - ii) Logical design and physical design
  - iii) Preventive and perfective maintenance
  - iv) Programmed and non-programmed decisions
  - v) Master file and reference file
- b) Define the term data processing and Describe the data processing life cycle [10 marks]
- c) Give five qualities of good information [5 marks]

## QUESTION THREE

- a) Evaluate the key activities involved in the implementation phase of system development [5 marks]
- b) With the aid of diagrams describe the following network topologies
  - i) Ring topology [5 marks]
  - ii) Star topology [5 marks]
  - iii) Bus topology [5 marks]
- c) Highlight five attributes of a Local Area Network (LAN) [5 marks]

## QUESTION FOUR

- a) Discuss the obstacles which make it difficult to successfully apply information technology and information systems in the real world of business [10 marks]
- b) Describe the following terms; [10 marks]
  - i) Knowledge base system
  - ii) User interface
  - iii) Softwares
  - iv) Backup file
  - v) Extranet
- c) Factors to consider when selecting the right programming language [5 marks]