



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY-APRIL 2025 SEMESTER**

### **CERTIFICATE IN IT**

**COURSE CODE: CFIT 023**

**COURSE TITLE: COMMUNICATION AND INFORMATION  
MANAGEMENT**

**DATE: APRIL 2025**

**TIME: 2 HOURS**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

#### **SECTION A: COMPULSORY**

### **Question One**

- a) Define Management Information System (MIS) and explain its role in decision-making within organizations. **[4 Marks]**
- b) Evaluate four components of a TPS and how they add value to an organization. **[4 Marks]**
- c) What is Enterprise Resource Planning (ERP)? Discuss its importance in business applications. **[5 Marks]**
- d) Explain the role of databases and data management in supporting business operations. **[4 Marks]**
- e) What are the main types of information networks used in organizations? Provide examples. **[4 Marks]**
- f) Describe two major risks associated with information security and suggest measures to mitigate them. **[4 Marks]**
- g) Explain how wireless and mobile technology has transformed business operations. **[5 Marks]**

### **SECTION B: ANSWER ANY TWO QUESTIONS**

#### **Question Two**

- a) What is information systems auditing? Explain its role in ensuring data security and accuracy. **[8 Marks]**
- b) Explain the significance of knowledge management in modern organizations. **[6 Marks]**
- c) Discuss three ethical issues related to the use of information systems in business. **[6 Marks]**

#### **Question Three**

A large retail company is considering implementing an Enterprise Resource Planning (ERP) system to integrate its supply chain, customer relationship management, and financial operations.

- a) Explain the key challenges the company might face during ERP implementation. **[10 Marks]**
- b) Discuss the benefits of adopting an ERP system in the company. **[10 Marks]**

#### **Question Four**

- a) A multinational organization recently experienced a major cyberattack that compromised its customers' personal and financial data.
  - i. Evaluate three possible causes of the data breach. **[6 Marks]**
  - ii. What steps should an organization take immediately after discovering a data breach to minimize damage and maintain customer trust? **[4 Marks]**
  - iii. Propose three measures the company should take to enhance its information security. **[6 Marks]**
  - iv. Evaluate the role of employee training in preventing cybersecurity threats such as phishing attacks and social engineering. **[4 Marks]**

#### **Question Five**

**a) Discuss:**

**i.** Differences between the use of wired and wireless networks in business organizations. **[4 Marks]**

**ii.** Advantages and limitations of wired and wireless networks. **[6 Marks]**

**b) Discuss:**

**i.** how data is managed in a database system **[5 Marks]**

**ii.** the role of a Database Management System (DBMS) in handling organizational data. **[5 Marks]**