



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

ENTERPRISE INFORMATION MANAGEMENT

IIM 2103

Main Examination

December 2024

This examination paper consists of 3 pages.

Time Allowed : 3 hours
Total Marks : 100
Examiner's Name : Mrs N. L. S. Makoni

INSTRUCTIONS

1. Answer any **four (4)** questions.
2. Each question carries a total of **25 marks**.

MARK ALLOCATION

| QUESTION | MARKS |
|----------|-------|
| 1. | 25 |
| 2. | 25 |
| 3. | 25 |
| 4. | 25 |
| 5. | 25 |
| 6. | 25 |

1. Explain five (5) benefits of Enterprise Information Management. **[25 marks]**
2. Discuss the Information Life Cycle as outlined by Chaki (2015). **[25 marks]**
3. Describe the Gartner Enterprise Information Management Framework. **[25 marks]**
4. Select an enterprise of your choice to illustrate information flow. Give examples of both structured and unstructured information sources. **[25 marks]**
5. Analyse how Enterprise Information Management can improve an organisation's competitiveness. **[25 marks]**

6. Study the following table with customer information for an enterprise and answer the questions that follow.

| Customer ID | Contact | Address 1 | Addr 2 | Addr 3 | Addr 4 | Country | Phone | Email |
|-------------|-----------------|---------------------------|-------------|--------|--------|---------|---------------|----------------------|
| 12345 | JON SMITH | 123 MAIN street | SAN DIEGO | CA | 92121 | USA | 8585555555 | JSMITH@ABCSTORE.COM |
| 23456 | JOHN SMITH | 123 Main St. | San Diego | CA | 92121 | USA | 858-555-5555 | JSMITH@ABCSTORE.COM |
| 34567 | JOHN SMITH | 90 21 st Place | SD | CA | 92121 | USA | (858)555-5555 | JSMITH@ABCSTORE.COM |
| 45678 | JANE DOE | 834 2nd Ave St | Denver | CO | 80210 | USA | | jdoe@ABCSTORE.COM |
| 56789 | BOB JOHNSON | 203 Front St | Denver | co | 80209 | USA | | bjohnson@stopngo.com |
| 78901 | BILL WHITE | 3480 Pearl Rd | | | | USA | | |
| 89012 | JACK BLACK | 4667 Grand Ave | | IL | 62223 | USA | 618-555-4897 | jb@abcstore.com |
| 9876 | WILLIAM WALLACE | 2304 Chance Place | CA | 1234 | | USA | | ww@abcstore.com |
| 1234 | STORM TAYLER | 7934 W.Hill Lane | Springfield | | | USA | 6368789456 | |
| A123 | HOMER POWELL | West Hill Ln. | Springfield | MO | 62704 | USA | | 636-555-7841 |

a) Identify five (5) information quality problems in the table above. **[5 marks]**

b) What four (4) negative consequences can arise from the problems identified in 5 (a) above? **[8 marks]**

c) Explain eight (8) data quality characteristics that are used in Enterprise Information Management.

[12 marks]

[Total 25 marks]

END OF PAPER