



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMPUTING AND INFORMATICS**

**DEPARTMENT OF INFORMATICS**

<b>QUALIFICATION : BACHELOR OF LOGISTICS</b>	
<b>QUALIFICATION CODE: 07BLSM</b>	<b>LEVEL: 6</b>
<b>COURSE: IT IN LOGISTICS</b>	<b>COURSE CODE: ITL611S</b>
<b>DATE: JUNE 2019</b>	<b>PAPER: THEORY</b>
<b>DURATION: 3 hours</b>	<b>MARKS: 100%</b>

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
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**THIS EXAMINATION PAPER CONSISTS OF 5 PAGES**

(Excluding this front page)

**Section A: Multiple Choice Questions**

**[Total: 15 Marks]**

(Each question carries 1 mark)

1. \_\_\_\_\_ is the result of a processed data
  - a) Output
  - b) Input
  - c) Data
  
2. \_\_\_\_\_ is a set of physical devices and software required to operate enterprise
  - a) IT infrastructure
  - b) Information Technology
  - c) Information Systems
  
3. \_\_\_\_\_ systems capture every interaction a company has with a customer.
  - a) Transaction processing Systems
  - b) Executive systems
  - c) Customer Relationship Management (CRM) systems
  
4. The operating system on mobile devices and many consumer electronics is called a/an \_\_\_\_\_
  - a) Android
  - b) Mobile Operating System
  - c) Linux
  
5. The interaction between information systems and organizations is influenced
  - a) primarily by the decision making of middle and senior managers.
  - b) by many factors, including structure, politics, culture, and environment.
  - c) by two main microeconomic forces: capital and labor.
  
6. What is the full meaning of EDI?
  - a. Electronic Data Interaction
  - b. Electronic Data Interchange
  - c. Electronic Data Interface
  
7. What are the 4 Es a business organization can use to maintain customer relationship?
  - a. Expertise, Everyplace, Exchange and Evangelism
  - b. Experience, Everyplace, Exchange and Evangelism
  - c. Experience, Everyplace, Enthusiasm and Evangelism
  
8. An agreed electronic form format is one of the agreement standards of
  - a. ERP
  - b. EDI
  - c. CRM

9. One of the components of IT Infrastructure is .....
  - a. Computer hardware platforms
  - b. Customer Relationship Management
  - c. Android
10. Examples of Network operating systems are.....
  - a. Android
  - b. Windows Server, Linux and Unix
  - c. Human network
11. What is the full meaning of BYOD?
  - a. Bring your own disk
  - b. Bring your own device
  - c. Bring your own desktop
12. The working distance between a tag and a reader is called .....
  - a. Range
  - b. RFID
  - c. Identifier
13. Ability to expand to serve larger number of users
  - a. Scalability
  - b. Integration
  - c. multiplexing
14. RFID systems may use a particular frequency band depending on ..... and .....
  - a. Application and Cost considerations
  - b. The supplier and the manufacturer
  - c. Goods and services
15. User software that performs useful work on all kind of tasks such as entertainment, graphic design, payroll systems, word processing, calculations, etc.
  - a. Application Software
  - b. System software
  - c. Operating system

**Section B: True or False Questions (Total: 15 Marks)**

(Each question carries 1 mark)

1. Input Devices accept data from the user and feed it to the CPU or into memory.

2. A good example of a system software is the Microsoft Word.

3. In a firm that uses information systems, the core activities as well as its business relationships with customers, suppliers, and employees are not digitally enabled and mediated.

4. A user interface (UI) controls how you enter data and instructions and how information is displayed on the screen

5. Metcalfe's Law and network economics, the value or power of a network grows exponentially as a function of the number of network member.

6. Storage area networks connect multiple storage devices on dedicated network

7. Information systems technology can be viewed as a factor that can be substituted for the traditional methods.

8. In RFID Line of sight is required

9. One of the business value of enterprise systems is Increase operational efficiency

10. The business value of CRM systems is increased customer satisfaction

11. Two Enterprise application providers are SAP and Oracle

12. Storage area networks Connect multiple storage devices on dedicated network

13. Radio-Frequency identification (RFID) can track only short distance supplies

14. So many functions are common to most operating systems.

15. Material Requirements Planning (MRP) is not a production planning, scheduling, and inventory control system.

**Section C: Structured Questions.**

**Question 1.**

**[Total 20 Marks]**

- a) i. Write a short note on Information System? **(5 Marks)**
- ii. Describe the various components of information system **(4 Marks)**
- b. Discuss how can information System be used to achieve competitive advantage and operational excellence? **(6 Marks)**

c. **Match the following** **(5 marks)**

Application Type	Description
Word Processor	Navigate, explore, and find information on the internet.
Database Management System	Maintains electronic calendars, address books, and to-do lists
Presentation Graphics	Prepare text-based documents e.g. letters
Browser	Presentations
Information Manager	Organize and manage data and information



**Question 2****[Total 17 Marks]**

- a) Explain the following
- i. Enterprise Resource Planning (ERP). **(3 Marks)**
  - ii. Supply Chain Management Systems (SCMS). **(3 Marks)**
  - iii. Customer Relationship Management Systems (CRMS). **(3 Marks)**
  - iv. Electronic Data Interchange (EDI). **(3 Marks)**
- b) Outline 5 Customer Benefits of RFID. **(5 Marks)**

**Question 3****[Total 15 Marks]**

- a) Information Technology is very important in logistics processes. This is because of its immense contribution to the growth Logistics and supply chain processes. Briefly state and explain 4 areas where information technology can enhance logistics processes. **(6 Marks)**
- b) i. Briefly explain Software as a service (SaaS). **(3 Marks)**  
ii. Discuss two issues/challenges faced by SaaS. **(6 Marks)**

**Question 4****(Total 18 marks)**

- a. Discuss the various key Capabilities of Supply Chain Visibility Software. **(14 marks)**
- b. Outline the major Limitations of barcodes. **(4 marks)**

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**THE END**