ПAMIBIA UПIVERSITY
OF SCIEПCE AПD TECHПOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT MANAGEMENT

SECTION: BUSINESS & INFORMATION ADMINISTRATION

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	**LEVEL: 7**
COURSE: Business information systems 2B	**COURSE CODE:** BIS621S
DATE: November 2023	**SESSION: 1**
DURATION: 2 Hours	**MARKS: 100**

FIRST OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Mr. K. Wadi
MODERATOR:	Dr N Angula

THIS QUESTION PAPER CONSISTS OF 8 PAGES
(Excluding this front page)

INSTRUCTIONS

1. Answer ALL the questions in SECTION A and CHOOSE 3 in SECTION B.
2. Produce neat work.
3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination Paper

Multiple choice questions.   **[10 marks]**

1. A group of related records constitutes a
   a. Database
   b. File
   c. Information
   d. Field

2. Which of the following can help you choose a product?
   a. office automation system
   b. management information system
   c. transaction processing system
   e. decision support system

3. The information system used in the daily running of the business is:
   a. TPS
   b. OPS
   c. OAS
   d. All the above

4. EIS stands for
   a. External information system
   b. Extended information system
   c. Electronic information system
   d. Executive information system

5. Which of these is a cost/efficiency driver of e-commerce?
   a. Improving the range and quality of services offered
   b. Avoid losing market share to businesses already using e-commerce
   c. Increasing speed with which supplies can be obtained
   d. decreasing speed with which supplies can be obtained

6. Which of the following CRM component supports the front-end bank employee in making decision whether to lower the customers' monthly fee based on the customer value?
   a. Operational CRM
   b. Analytical CRM
   c. Executive CRM

7. _____ is the most basic element of data
   a. Character
   b. Field
   c. Record
   d. Database

8. Which of the following information systems are used in the daily running of the business?
   a. TPS
   b. OPS
   c. OAS
   d. All the above

9. Materials Requirements Planning (MRP) software is an example of an information systems application
   in which of the following areas?
   a. Office automation systems.
   b. Operations management.
   c. Marketing
   d. Human resource management.

10. Business Intelligence and data warehousing are used for which of the following?
    a. Data mining.
    b. Analysis of large volumes of product sales data.
    c. What-if scenarios.
    d. All of the above.

SECTION B

(90 MARKS)

Choose only three (3) questions from this section. All the questions carry equal marks
Question 1.   **(30)**
   a. List and describe three main business processes supported by enterprise resource planning systems in modern organisations.   [15]
   b. List and elaborate on basic components of supply chain management system in modern organisations. Use examples to support your answer.   [15]

Question 2.   **(30)**
Describe the following terms:
   a. Business intelligence.   [6]
   b. Real time business.   [6]
   c. Customer Relationship Management (CRM).   [6]
   d. Enterprise Resource Planning (ERP).   [6]
   e. Web 2.0.   [6]

Question 3. **(30)**

In the context of a manufacturing company:

a) Define what is meant by 'structured' and 'unstructured' decision-making in relation to organisational management levels.

    I.   Illustrate your answer with suitable examples   [10]

    II.   Give examples of sources of data that might be used by the company, and outline the stages by which this data might become information useful in decision-making.   [10]

    III.   Describe recent developments in IT, which have improved access to information for management decision makers   [10]

Question 4. **(30)**

a.   Define the following types of business information systems and relate them to the types of decision support that they offer:

    I.   Transaction Processing systems (TPS)   [6]

    II.   Management Information Systems (MIS)   [6]

    III.   Intelligent Support Systems (ISS)   [6]

b.   Give at least THREE reasons why TPS can be described as the 'data lifeline' of a company.   [6]

c.   Distinguish between batch and online TP approaches and indicate by example the circumstances under which one might be preferred over the other.   [6]

*************************************END***********************************

TOTAL: 100