

**ΠΑΜΙΒΙΑ UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION**

**DEPARTMENT OF MANAGEMENT**

<b>QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION</b>	
<b>QUALIFICATION CODE: BBIA</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: BIS611S</b>	<b>COURSE NAME: BUSINESS INFORMATION SYSTEMS</b>
<b>SESSION: JUNE 2022</b>	<b>PAPER: THEORY (PAPER 1)</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	MS S DU PLESSIS DR N ANGULA
<b>MODERATOR:</b>	MS D OLIVIER

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Number the answers clearly</li></ol>

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

**QUESTION 1****MARKS: 10**

Match a term in Column A with the best description in Column B. Only write down the number and the answer. For example: 1.1 F

<b>COLUMN A</b>	<b>COLUMN B</b>
1.1 INFORMATION TECHNOLOGY	A. Collects, processes, stores, analyses and disseminates information
1.2 BPR	B. Support operations between more than one organization
1.3 OAS	C. Database designed to for query and analysis rather than transaction processing
1.4 IS	D. Radical redesign of business processes to reduce cost and increase quality
1.5 MDM	E. Anything with the potential to cause serious damage to information/systems
1.6 IOS	F. Support specific group within organization
1.7 DATA WAREHOUSE	G. Includes all layers of all organization systems
1.8 OLAP	H. Enable enterprises to link all critical data to one file
1.9 THREAT	I. Business processes tied to one department
1.10 CBIS	J. IS that uses computer technology to perform most of its tasks
	K. Business transactions processed online as soon as it occurs

**[10]**

**QUESTION 2****MARKS: 10**

Answer the following multiple choice questions. Only write down the question number and the correct answer. E.g. 2.1 (c)

- 2.1 Identify some of the security threats we experience nowadays.
- a) Spyware, lost data, pop-ups
  - b) Trojan horses, worms, rootkits
  - c) Key loggers, viruses, lock-ups
  - d) All of the above
- 2.2 What is the basis or platform of the IT infrastructure?
- a) IT services
  - b) IT Personnel
  - c) IT Components
  - d) All of the above
- 2.3 Acts performed without malicious intent but provide a serious threat to information security is called?
- a) Information security
  - b) Privacy security
  - c) Unintentional threats
  - d) Intentional security
- 2.4 What governs decision-making, and code of conduct governing actions, representing two common ways that companies self-regulate their policies?
- a) Ethics
  - b) Code of ethics
  - c) The law
  - d) The government
- 2.5 What are the three most common public places that store personal information about us, covered in the textbook?
- a) Companies, warehouses and the bank
  - b) The bank, social media and the university
  - c) The university, home affairs and the internet
  - d) None of the above
- 2.6 A business continuity plan is also called a .....
- a) Business plan
  - b) Disaster recovery plan
  - c) Economical plan
  - d) None of the above

- 2.7 The value chain has primary and secondary activities. Please select from the groupings which one is inclusive of primary activities.
- a) Inbound logistics, operations and customer service
  - b) Operations and Human resource management
  - c) Customer service, outbound logistics and procurement
  - d) All of the above
- 2.8 What does SIS stand for?
- a) System Information Stand
  - b) Strategic Information System
  - c) Support Inactivity Suffice
  - d) None of the above
- 2.9 ..... is the tight integration of the IT function with the organisation's strategy, mission and goals, where the IT function supports the business objectives for the organisation.
- a) Strategic plans
  - b) Cost leadership strategy
  - c) Decisions support systems
  - d) Business-Information technology
- 2.10 Which of the following are not part of the five components of an information system.
- a) hardware, software, database and people
  - b) hardware, systems, data and people
  - c) hardware, systems, information and people
  - d) None of the above

**QUESTION 3****MARKS: 20**

Complete the following tables/figures. Only write down the number with the correct answer.

## 3.1 Knowledge Management System Life Cycle

STAGE	ACTION
Create Knowledge	<b>3.1.1</b>
<b>3.1.2</b>	Knowledge is identified and represented in a way it is understood
Refine Knowledge	<b>3.1.3</b>
<b>3.1.4</b>	New knowledge must be stored in a warehouse for others to access
Manage Knowledge	<b>3.1.5</b>
<b>3.1.6</b>	Must be available in a format that is understood in general

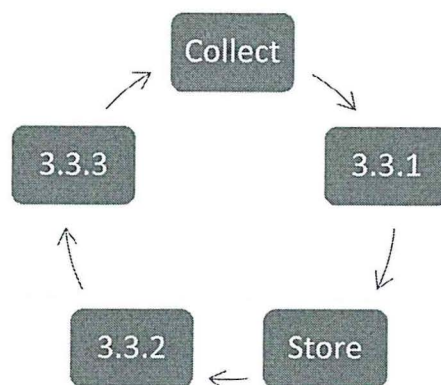
[6]

## 3.2 Porter's Value Chain Model – Primary Activities

ACTIVITY	DESCRIPTION
<b>3.2.1</b>	Incoming raw material is organized
Operation	<b>3.2.2</b>
<b>3.2.3</b>	Process of delivering product to customer
Sales and Marketing	Products are sold and value added on demand
<b>3.2.4</b>	After sales service like warranty service

[4]

### 3.3 Transaction Processing System



[3]

### 3.4 Three V's of Big Data



[2]

### 3.5 Three elements of Business Processes

PROCESS	DESCRIPTION
3.5.1	Materials, services and information that flows through and transformed as a result of process activity
Resources	3.5.2
3.5.3	3.5.4

Business Process is a series of \_\_\_\_\_ 3.5.5 that are completed in order to accomplish a goal.

[5]  
[20]

**QUESTION 4****MARKS: 30**

Provide clear answers to the following questions.

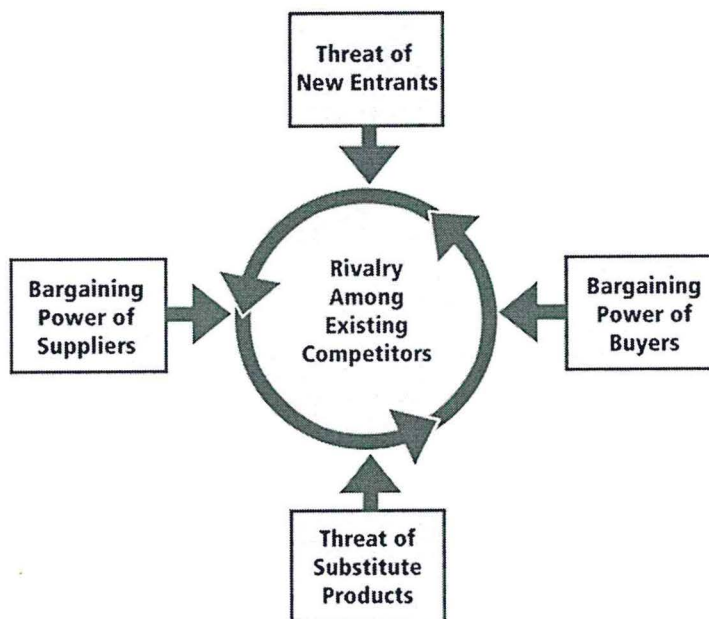
4.1 Discuss the three fundamental tenets on which ethics in general is based. [6]

4.2 The figure below defines Porter's Five Forces Model that can threaten or improve an organisation's competitive position in a business environment.

Shortly discuss these different forces.

[10]

The Five Forces That Shape Industry Competition



4.3 Outline the components of Information Technology (IT). [10]

4.4 Define a Data Warehouse and list the characteristics.

[4]  
[30]

**QUESTION 5****MARKS: 30**

Answer the following questions correctly.

- 5.1 In order to explain Knowledge Management, clearly differentiate between tacit knowledge and explicit knowledge. [5]
- 5.2 Discuss two major categories of information security threats. [5]
- 5.3 Discuss the type of Information System illustrated below. [4]



- 5.4 List the areas in which Information Systems have an important impact on organisations. [6]
- 5.5 Name 6 typical challenges experienced with the managing of data. [6]
- 5.6 Define Information Security and list 3 types of controls [4]

[4]  
**[30]**

**TOTAL: 100**