



NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND VOCATIONAL
EDUCATION AND TRAINING

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| QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION | |
| QUALIFICATION CODE: 07BBIA | LEVEL: 6 |
| COURSE: BUSINESS INFORMATION SYSTEMS 2A | COURSE CODE: BIS611S |
| DATE: JUNE 2025 | SESSION: PAPER 1 |
| DURATION: 2 HOURS | MARKS: 100 |

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| 1ST OPPORTUNITY EXAMINATION QUESTION PAPER | |
| Examiner: | Mrs. P. Louw / Mrs. H. Shivute |
| Moderator: | Prof. N. Angula |

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| INSTRUCTIONS | |
| 1. | Answer ALL the questions. |
| 2. | Read all the questions carefully before answering. |
| 3. | Make sure your student number and question number appear on the answer script. |
| 4. | Please ensure that your writing is legible, neat and presentable. |

THIS QUESTION PAPER CONSISTS OF 6 PAGES (INCLUDING THIS FRONT PAGE)

QUESTION 1

MARKS [10]

Answer the following multiple-choice questions. Write down only the letter next to the appropriate number. For example, 1.1. E

- 1.1 An Information System can be best defined as:
- A. Study, design and implementation within an Information System
 - B. A bridge between technology and people
 - C. A network infrastructure for internet connectivity
 - D. It focuses solely on developing software applications for business operations.
- 1.2. What term describes the collection of interconnected elements working together towards a common goal?
- A. Database system
 - B. Computing system
 - C. Network protocol
 - D. Software application
- 1.3. Information System comprise of the following five components:
- A. Input, Output, Computer System, Hardware, Data
 - B. Hardware, Software, Database, People, Process
 - C. Network, Software, Information, Knowledge, People
 - D. Hardware, Programmes, Network, Information and data, Telephones
- 1.4. This type of information system is designed to support the operations of a specific department within an organization, such as finance or human resources.
- A. DSS
 - B. MIS
 - C. FAIS

- D. TPS
- 1.5. Which of the following statement best defines a business process?
- A. A series of tasks that are completed in order to accomplish a goal
 - B. The total revenue generated by an organization within a specific period
 - C. The process of recruiting and training new employees
 - D. A system used to monitor customer satisfaction and feedback
- 1.6. What does Business Information Technology Alignment refer to?
- A. The process of upgrading IT infrastructure to meet the organization's technological needs.
 - B. The use of IT to enhance marketing and sales strategies.
 - C. The alignment of IT operations solely with financial goals of the organization.
 - D. The integration of IT functions with the organization's strategy, mission, and goals, ensuring IT supports business objectives
- 1.7. What document identifies the approach a business will take to gain competitive advantage?
- A. Business Plan
 - B. Competitive Strategy
 - C. Strategic Plan
 - D. Risk Management Plan
- 1.8. What term refers to the practices and measures aimed at protecting data from unauthorized access?
- A. Data Mining
 - B. Information Security
 - C. Software Engineering
 - D. Network Administration

- 1.9. Which of the following is NOT one of the three tents of ethics?
- A. Liability
 - B. Responsibility
 - C. Accessibility
 - D. Accountability
- 1.10. The principles of right and wrong that individuals use to make choices that guide their behaviour:
- A. Moral
 - B. Ethics
 - C. Value
 - D. Code

QUESTION 2

MARKS [10]

Define the following Terms:

2.1. Data:

2.2. Information Technology:

2.3. Enterprise Resource Planning:

2.4. Vulnerability:

2.5. Value Chain:

QUESTION 3

MARKS [20]

Answer the following questions:

- 3.1. Distinguish between the concepts Business Process Reengineering (BPR) and Business Process Management (BPM). **(4)**

- 3.2. Identify and discuss three (3) Information Systems with relevant examples. **(12)**

- 3.3. Differentiate between information and knowledge. **(4)**

QUESTION 4

[20]

Answer the following questions:

- 4.1. Discuss Michael Porter's Five Competitive Strategies. In your answer, explain each strategy and how a business might apply it to gain competitive advantage in the market. **(10)**

- 4.2. Define a Data Warehouse and list the characteristics. **(5)**

- 4.3. Clearly distinguish between tacit and explicit knowledge. **(5)**

QUESTION 5

[20]

Answer the following questions:

- 5.1. Identify and discuss two (2) major categories of information security threats. **(4)**

- 5.2. List three (3) types of pressures businesses face from their external environment and give an example for each one. (6)
- 5.3. Explain how technology has impacted our daily life in areas like communication, work, education, business, and entertainment? (10)

QUESTION 6

[20]

Answer the following questions:

- 6.1. List the five (5) factors that contribute to the increased vulnerability of information resources. (5)
- 6.2. State the three (3) types of information security controls that organisation can implement to enhance protection of information. Provide an example for each one. (6)
- 6.3. Identify and describe three (3) problems that are resolved when an organization uses a centralized database system. (6)
- 6.4. List the three (3) types of knowledge management systems. (3)

THE END

TOTAL: 100 MARKS