



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMPUTING AND INFORMATICS

DEPARTMENT OF INFORMATICS

QUALIFICATIONS: BACHELOR OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT	
QUALIFICATION CODE: 07BLSC	LEVEL: 5
COURSE CODE: BMC511S	COURSE: BUSINESS MANAGEMENT INFORMATION SYSTEMS
DATE: NOVEMBER 2023	SESSION: 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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**THIS EXAMINATION PAPER CONSISTS OF 4 PAGES
(INCLUDING THIS FRONT PAGE)**

INSTRUCTIONS FOR THE CANDIDATE

1. Answer all questions.
2. When writing, consider the following: The style should be to inform rather than impress.
3. Information should be brief and accurate.
4. Please ensure that your writing is legible, neat and presentable.

SECTION A: MULTIPLE CHOICE

[20 MARKS]

(2 marks for each question)

1. Which of the following is not one of the six strategic business objectives businesses seek to achieve when investing in information systems?
 - A. Operational excellence
 - B. Improved decision making
 - C. Improved community relations
 - D. Competitive advantage
 - E. Survival
2. A firm that invests in an information system because it is necessary to do business does so because it seeks to achieve which of the following business objectives?
 - A. Operational excellence
 - B. Improved decision making
 - C. Competitive advantage
 - D. Customer intimacy
 - E. Survival
3. Which type of infrastructure service stores and manages corporate data and provides data analysis capabilities?
 - A. Networking
 - B. Telephone
 - C. VOIP
 - D. Telecommunications
 - E. Data management
4. Which of the following is a multitasking, multiuser operating system developed by Bell Laboratories that operates on various computers from different manufacturers?
 - A. Unix
 - B. Wintel
 - C. OS X
 - D. COBOL
 - E. DOS
5. All of the following are issues with the traditional file environment except:
 - A. data inconsistency.
 - B. inability to develop specialised applications for functional areas.
 - C. lack of flexibility in creating ad-hoc reports.
 - D. poor security.
 - E. data sharing.
6. A(n) _____ is used to communicate between a user and an organisation's back-end systems.
 - A. public server
 - B. private server
 - C. legacy server
 - D. application server
 - E. blade server
7. Which of the following is a device that sends packets of data through different networks, ensuring they go to the correct address?

- A. Hub
 - B. Switch
 - C. Router
 - D. NIC
 - E. Modem
8. Which of the following refers to policies, procedures, and technical measures to prevent unauthorised access, alteration, theft, or physical damage to information systems?
- A. Security
 - B. Controls
 - C. Benchmarking
 - D. Algorithms
 - E. Identity management
9. In automation:
- A. more manual steps are required.
 - B. business processes are reorganised to cut waste and eliminate repetitive, paper-intensive tasks.
 - C. new products are explored first.
 - D. employees are enabled to perform their tasks more efficiently.
 - E. business processes are added.
10. Which of the following is an example of a business using information systems to improve supplier intimacy?
- A. Citibank's ATM system
 - B. The Mandarin Oriental's use of computers to keep track of guest preferences.
 - C. Verizon Corporation's use of a web-based digital dashboard to provide real-time information for managers.
 - D. Apple's creation of the iPad
 - E. JCPenney's information system allows its contract manufacturers to see what garments have been sold and need to be replaced

SECTION B: STRUCTURED QUESTIONS

[80 MARKS]

1. Define operational excellence. How have information systems helped a retail store achieve it? [10 marks]
2. What is the difference between information technology and information systems? Describe some of the functions of information systems. [10 marks]
3. How can information systems and information technology be used to improve business processes? [10 marks]
4. Describe at least two benefits of using enterprise systems. [10 marks]
5. Describe the data hierarchy. [10 marks]
6. Is the cloud a safer and more secure computing environment than an in-house network? Why or why not? [10 marks]
7. Identify and briefly describe at least five systems development approaches. [20 marks]

END OF PAPER