ПAMIBIA UПIVERSITY
OF SCIEПCE AПD TECHПOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: BUSINESS INFORMATION SYSTEMS 2B	COURSE CODE: BIS621S
DATE: NOVEMBER 2024	SESSION: PAPER 1
DURATION: 2 HOURS	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
Examiner:	Ms. P. Louw
Moderator:	Dr. N. Angula

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

INSTRUCTIONS
1.   Answer **ALL** the questions.
2.   Read all the questions carefully before answering.
3.   Make sure your name and surname, question number and the date appears on the answer script.
4.   Please ensure that your writing is legible, neat and presentable.
5.   Marks for each question are indicated at the end of each question.

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.   Which term describes the process where two or more computing devices are connected together to share resources:

A. Computing System

B. Computer Network

C. Computer Based Information System

D. Software

1.2.   What term refers to the practice of physically transferring printouts or storage devices between computers?

A. Bluetooth

B. Wi-Fi

C. Sneakernet

D. Ethernet

1.3.   The information system that was developed to overcome the challenge of lack of communication between the various information systems:

A. ERP

E. FAIS

F. TPS

G. IOS

1.4.   A plan that outlines which computers communicate with each other and what information they should share and when is called the:

A. Network Plan

B. Information Sharing Plan

C. Data Plan

D. Internet Connectivity Plan

1.5. Which communication method involves real-time interaction, such as in online meetings, instant messaging, or Skype?

A. Asynchronous

B. Broadcast

C. Delayed

D. Synchronous

1.6. What does the term "social shopping" refer to?

A. The practice of buying products through online auctions

B. The process of purchasing products through social media channels

C. Shopping for products exclusively in physical retail stores

D. Using social media to research product reviews before making a purchase

1.7. What is an online gathering of individuals who share interests, fears, and personal opinions called?

A. Virtual Communities

B. Social Networking

C. Online gaming platforms

D. E-commerce platforms

1.8. A computerized information system that supports the day-to-day operations and transactions of an organization:

A. FAIS

B. IOS

C. TPS

D. ERP

1.9. From your understanding, which of the following options is much more closely aligned to objectives of Business Intelligence?

A. Decision Support Systems

B. Transaction Processing System

C. Office Automation Systems

D. Functional Area Information System

1.10. Which of the following best describes the focus of Supply Chain Management (SCM)?

A. Managing only the transportation of goods between suppliers

B. Coordinating and integrating all activities related to the flow and transformation of goods, services, and information from the initial supplier to the final customer

C. Tracking customer feedback and satisfaction after product delivery

D. Overseeing financial transactions between suppliers and manufacturers

QUESTION 2   **MARKS [10]**

Define the following Terms.

2.1. Real-Time Processing

2.2. Electronic Commerce

2.3. Drop-shipping

2.4. Customer Relationship Management (CRM)

2.5. Cost Benefit Analysis (CBA)

QUESTION 3   MARKS [25]

Answer the following questions.

3.1.   Differentiate between Web 1.0, Web 2.0 and Web 3.0 using examples.   **(6)**

3.2.   Discuss how businesses are utilizing Web 2.0 technologies, often referred to as Enterprise 2.0, to perform various organizational and business function   **(10)**

3.3.   Identify and explain the three typical levels of an enterprise structure and provide examples of the type of information system commonly associated with each level. **(9)**

QUESTION 4   MARKS [17]

Answer the following questions.

4.1.   Distinguish between the Push and Pull Models in Supply Chain Management.   **(4)**

42.   When implementing an ERP Information System, a manager has three broad approaches to choose from. Briefly discuss the three system implementation strategies.   **(9)**

4.3.   Difference between on-premise and cloud-based Customer Relationship Management Systems.   **(4)**

QUESTION 5 [20 Marks)

Answer the following questions.

5.1. State and elaborate on the different types of electronic commerce in modern organisations. **(10)**

5.2. Batch Processing is a type processing where a group of transactions are collected over a period and then processed all at once to produce batch results. Discuss the advantages and disadvantages of batch processing. **(10)**

QUESTION 6 [18 Marks]

Answer the following questions.

6.1. State why Customer Relationship Management is deemed crucial for contemporary organizations? **(10)**

6.2. Outline the four objectives of IT strategic planning. **(4)**

6.3. Discuss any four drawbacks of social computing in contemporary organisations. **(4)**

THE END

TOTAL: 100 MARKS