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: JANUARY 2025	SESSION: PAPER 2
DURATION: 2 HOURS	MARKS: 100

2nd 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 of the following describes a processing method that involves continuous input, processing, and output of data?

   A. Batch processing

   B. Real-time processing

   C. Offline processing

   D. Sequential processing

1.2.   Which activity involves the buying, selling, and exchanging of products, services, and information through computer networks, mainly the Internet?

   A. Social networking

   B. Telemarketing

   C. Supply chain management

   D. E-commerce

1.3.   This means two or more computing devices are connected together to share resources:

   A. Computing System

   B. Computer Network

   C. Computer Based Information System

   D. Software

1.4.   The easiest way to define the concept of Business intelligence is as follow:

   A. A set of tools for managing employee performance

   B. A system used for managing financial transactions in a business

C. A collection of tools and applications for gathering, analyzing, and disseminating information to enhance decision-making processes

D. A platform for customer relationship management and marketing automation

1.5. Which type of interaction allows time-shifted communication, such as uploading documents to shared workspaces or sending emails?

A. Synchronous interaction

B. Real-time collaboration

C. Asynchronous interaction

D. Instant messaging

1.6. What concept refers to the merging of computer systems with social behavior and interactions?

A. Social computing

B. Cloud computing

C. Artificial intelligence

D. Data mining

1.7. Which type of computer network typically spans a city or a large campus?

A. Wide Area Network (WAN)

B. Local Area Network (LAN)

C. Personal Area Network (PAN)

D. Metropolitan Area Network (MAN)

1.8. Which type of e-commerce involves all electronic transactions of goods or services conducted between consumers?

A. Business to Consumer

B. Consumer to Business

C. Business to Business

D. Consumer to Consumer

1.9. The social media platforms that is primarily used for professional networking is:

A. Instagram

B. Twitter

C. LinkedIn

D. Facebook

1.10. Which of the following statements best describes a data warehouse?

A. A collection of data stored in separate locations across an organization.

B. A centralized repository that consolidates enterprise-wide data from various subject areas.

C. A system that only stores financial data for an organization.

D. A temporary storage solution for data processing during analysis.

QUESTION 2   MARKS [10]

Define the following Terms:

2.1. Big bang roll-out:

2.2. Supply Chain Management:

2.3. Business to Business E-Commerce:

2.4. Cloud-based Customer Relationship Management Systems:

2.5. Local Area Network (LAN):

QUESTION 3   **MARKS [22]**

Answer the following questions.

3.1.   Differentiate between batch and real-time processing. Use examples.   **(6)**

3.2.   Discuss <u>any five</u> (5) uses of Business Intelligence in contemporary organisations. **(10)**

3.3.   Examine three (3) advantages and three (3) disadvantages of using computerized information and data systems in office administration.   **(6)**

QUESTION 4   **MARKS [20]**

Answer the following questions.

4.1.   Identify the three (3) different types of CRM Systems and state its function.   **(6)**

4.2.   Discuss four (4) benefits of using the Pull Model in Supply Chain Management System.

                                                                                 (8)

42.   In the Information Age, technology evolves fast and data travels even faster. It can be difficult for the law to keep up with new technologies and inventive ways to conduct e-commerce. Discuss <u>any three</u> (3) legal issues that are prevalent in e-commerce transactions.   **(6)**

QUESTION 5 [20 Marks)

Answer the following questions.

5.1.   Shop-it-Namibia," a new online marketplace, has recently been introduced to connect local artisans and small businesses with customers nationwide. The platform enables sellers to set up online stores, showcase their products, and manage transactions digitally. As e-commerce grows, more Namibians are embracing online shopping for its convenience and broader product selection. Discuss four (4) advantages and four (4) disadvantages of e-commerce.   **(8)**

5.2   State the eight (8) Enterprise System Implementation Phases.   **(8)**

5.3   Distinguish between Mobile and On-demand Customer Relationship Management Systems.   **(4)**

QUESTION 6 [18 Marks]

Answer the following questions.

6.1.   Discuss <u>any three</u> (3) disadvantages of real-time processing.   **(6)**

6.2.   Enterprise Resource Systems are comprehensive software system that integrates and manages various business processes and functions within an organization. State the advantages of implementing such a system.   **(8)**

6.3   Discuss <u>any four (4)</u> benefits of social computing in contemporary organisations. **(4)**

THE END
TOTAL: 100 MARKS