

**UNIVERSITY OF SWAZILAND**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**MAIN EXAMINATION 2005**

**TITLE OF PAPER:** INTRODUCTION TO BUSINESS  
COMPUTING

**DEGREE AND YEAR:** D.COM I (FULL TIME) & D.COM II (IDE)

**COURSE NUMBER:** BA 112

**TIME ALLOWED:** TWO (2) HOURS

**INSTRUCTIONS:**1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)

2. THE CASE STUDY SECTION (A) IS COMPULSORY

3. ANSWER ANY TWO QUESTIONS FROM SECTION B.

**Note MARKS WILL BE AWARDED FOR GOOD  
COMMUNICATION IN ENGLISH AND FOR ORDERLY  
PRESENTATION OF WORK**

**THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL  
PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR**

**SECTION A: CASE STUDY (This section is compulsory)**

**Dilemmas of a new Business**

Mandla Motsa is a young entrepreneur who has just successfully registered a small IT business in the Matsapha area. This business, among other services, will offer the following services to the public; telephone, fax, photocopying and other related secretarial services. He plans to operate the business himself, with the help of one or two employees depending on seasonal peaks. It is also anticipated that in the not so distant future, he will also open up an internet café service.

His main target customers are University students who seem to highly frustrated by the early closure of computing facilities on campus and the general public especially for such services as telephone, photocopying and the other secretarial services.

Given that his business is highly IT intensive, he needs to be extra careful that he buys a computer system that meets his needs despite the fact that his financial position is still on the weak side. This is because financial institutions are not keen to lend money in such a type of business.

On hearing this, several computer vendors have approached him with all sorts of proposals ranging from low cost second hand machinery to high cost state of the art multimedia computer equipment that is fast and capable of storing up to 40GB of data. His major problem now is in selecting a proposal that best meets his needs and adequately serves the purpose for which he needs the equipment.

**Questions:**

- a. What five features of the PC would you suggest he considers in comparing the proposals and why? (10)
- b. Identify five major components that the CPU for this PC is likely to have and the functions of each. (10)
- c. How can he make sure that he selects the right vendor for his computer hardware? (10)
- d. Clearly state what each one of the following stands for and the purpose it serves: RAID systems, DVD-ROM drive, WORM systems, MIPS

4@5 marks each= 20

**SECTION B**

Answer any two questions in this section.

**Question 1:**

- a. Discuss five major features that make Microsoft Office software easy and useful for students of the University of Swaziland to use. (15)
- b. What sources would a small retail store that seeks to install inventory management software use in order to identify the software he/she needs? (10)

**Question 2:**

- a. Discuss the major issues that management must consider in the selection of the appropriate software for an organization. (15)
- b. Clearly explain the difference between multi-tasking and task switching. (5)
- c. What does PBX mean and what benefits can be derived from using a PBX? (5)

**Question 3:**

- a. Discuss the issues that a manager would consider to be of prime importance in the design of a network. (15)
- b. Explain five reasons why an organisation would want to set up a network instead of using computer hardware in standalone form. (10)

**Question 4.**

- a. Fully explain the qualities that good quality information must possess. (10)
- b. Define the following terms in as far as they are used in Information Technology:
  - Liquid Crystal Display
  - Fourth Generation Languages
  - Read Only Memory
  - Sequential access storage devices
  - User Friendly
- c. What is a star topology and what are the advantages and disadvantages associated with using this type of network configuration? (5)