

**UNIVERSITY OF SWAZILAND****FACULTY OF COMMERCE****DEPARTMENT OF BUSINESS ADMINISTRATION****SUPPLEMENTARY 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: COMPULSORY**

Dr. Thabo is employed as the university doctor and runs a medium-sized clinic in Matsapha Industrial Site. He uses a manual system for correspondence with the students. He also keeps records of accounts in a notebook, where he does all the computations. He keeps that database for a variety of reasons, for example, when he wants to make an order he will use the database to find out the kind of products offered by each individual supplier.

Keeping all this has been tedious as the number of students and suppliers has increased tremendously over the years. He approached you at UNISWA one day after treating you to ask for advice on whether a computer could solve his problems or not. You advised him that it could and Dr. Thabo decided to hire you on a part time basis to help him in his clinic as well as advise him on purchasing a computer system.

**CASE STUDY QUESTIONS:**

- a. What five important features or qualities should the information produced by an information system (manual or computerized) possess if it is to meet the doctor's requirements? (10)
- b. What software packages should he buy? Give the software package and the tasks that each one of them can do. Include the operating system as well. (15)
- c. What hardware components should the doctor buy and what purpose would each one serve? (10)
- d. What are the components likely to be found in the CPU of the computer system and what purpose would each one serve. (10)
- e. Why are hardware standards important to a manager? (5)

**SECTION B:**

Answer any two questions from this section

**Question 1:**

A Non Governmental Organization (NGO) operation in all four regions of the country is considering its IS strategy. An IS consultant has presented a comprehensive IS needs assessment with specifications of the recommended software. Two alternatives are presented.

The first is for the use of a software package that would fulfill 90% of the NGO's requirements. This will only need minor modifications for it to completely meet the requirements. The second one is to develop a system in-house that will meet all the needs of the organization.

- a. Explain three major advantages of adopting the software package. (6)
- b. What dangers can be foreseen in adopting the proposal of tailoring the package to the specific needs of the corporation? (4)
- c. Identify five major concerns that managers should have when acquiring computer systems. (15)

**Question 2.**

Discuss each of the following:

- PBX
- EDI
- ISDN
- Difference between dumb and intelligent terminals
- SMDR

5@5 marks each= 25

**Question 3**

A small legal services company in Mbabane is now considering computerizing its records. Its records include client files, payments, receipts, payroll, etc. The owner is particularly concerned about fraud and possible leakage of confidential client information. He now thinks passwords are a possible control mechanism.

- a. What are passwords and what functions do they perform? (5)
- b. What potential problems can arise from the use of passwords? (6)
- c. How can each one of these problems be handled? (6)
- d. What are the advantages and disadvantages of keyboard input? (8)