

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**SUPPLEMENTARY EXAMINATION, JULY 2008**

**TITLE OF PAPER** : **INFORMATION SYSTEMS I**

**DEGREE AND YEAR** : **IDE LEVEL IV**

**COURSE CODE** : **BA 311 - 2**

**TIME ALLOWED** : **THREE (3) 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.**

**DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.**

## SECTION A

Werner Merchandise, inc. is a catalog firm that provides a variety of stock for the home gardener, such as kneeling pads, wind chimes, garden statuary and garden tools. The company sells directly to the home gardener by taking mail and phone orders. Werner Merchandise purchases the merchandise it resells from other firms both within Africa and internationally. At present, the company's purchase order systems are completely manual and management is considering automating the purchase order system to increase the speed of processing. A copy of the manual purchase order system is shown below.

Manual purchase order system

Werner Merchandise, Inc 515 Sagamore Avenue Manzini	No 7923
Date Ship Via Date Wanted Vendor Number terms	

Quantity	Stock Number	Description	Unit price
Purchase Agent			

If the purchase order system is computerized and the fields in the manual purchase orders are used for the computerized purchase order record:

- A. What input controls might be considered for the fields in the purchase order record? 10 marks
- B. What access control might the firm consider for its purchase order records? 10 marks
- C. What additional controls might the firm consider for its purchase order records? 10 marks
- D. Does automation of the purchasing system pose any ethical issues to the company? 10 marks

## SECTION B

Choose any 2 questions

### Question 1

A

What is structured analysis? What is the role of the following in structured analysis:

-data flow diagrams

-data dictionary

-process specifications

14 marks

B

Discuss the different types of feasibility that systems development must consider.

16 marks

### Question 2

A

The general manager of a large organization has asked you to draw up a document identifying no more than 10 important systems characteristic against which managers can evaluate the success of an information system, together with a brief explanation of each. What would your document contain? 20marks

B

Imagine you are a hacker and have developed a Trojan horse program. What tactics might you use to get unsuspecting victims to load the program onto their computer. 5 marks

C

What is biometrics, and how can it be used to protect sensitive data?

5 marks

### Question 3

Two practical tasks in system implementation are testing and file conversion.

- A. Describe the stages of testing and how each stage of testing should be carried out 8 marks
- B. Discuss the issues that arise in data conversion. 6 marks
- C. Discuss the issues that arise when moving from a current manual system to a computer system. 6marks
- D. What is an RFP? What is typically included in a RFP? How is it used? 10 marks