UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION – MAY 2010

COURSE TITLE : INTRODUCTION TO BUSINESS COMPUTING

COURSE CODE : BA 112 – IDE

CLASS : DIPLOMA IN COMMERCE

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS:

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. SECTION (A) IS COMPULSORY. TOTAL MARKS **60**
3. ANSWER ANY TWO (2) QUESTIONS FROM SECTION B.
   TOTAL MARKS **40**
4. THE TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS FOUR (4)

NOTE; MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY PRESENTATION

THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL INVIGILATOR HAS GRANTED PERMISSION

SECTION A. - COMPULSORY

Helle Mncwi is a budding businessman. He started a sports bar and restaurant 5 years ago and called it Helle's Place. His business has been growing significantly. It boasts of a 120 square meter sports bar and a 200 square meter restaurant. He also has a large storage facility (warehouse) adjacent to his establishment, where he keeps his stock relating to both his bar and restaurant. When his suppliers bring in merchandise they have to record it with the security personnel at the back gate. Thereafter they record the items and quantities they are bringing in with the clerk at the entrance of the warehouse, before the items are driven into the warehouse and unloaded from the delivery trucks. And whenever there are limited items inside the bar or the restaurant, the manager has to fill in a request from and send it to the warehouse foreman next door so that the foreman can collect the items necessary. At the end of the month Helle, together with his accountant, go through the duplicate till receipts, then check with the request sent by the manager to the warehouse foreman, as well as with the information recorded by the warehouse clerk. Thereafter they count the physical stock available inside the bar and restaurant and that available in the warehouse, to check if everything balances out. And although this is a thorough process it tends to take up most of his time and the high rate of errors by his clerk and till operators worries him.

Question 1.

A. *What hardware would you suggest to automate his processes? Suggest one technology / hardware that could help him.* **(2 marks)**

B. *What benefits would the abovementioned technology / hardware provide for him? Clearly explain, under headings, 2 benefits, using the case as a reference point.*
(8 marks)

Suppose Helle decides to buy a computer system for his new business. He is wondering whether or not he really needs a secondary storage device, or should he just buy a very big C.P.U.

C. *Which should he opt for and why? Your advice must be explained under 4 headings.* **(20 marks)**

After getting your advice, Helle then met up with Kabelo who is a very successful juice-maker. Kabelo was able to influence Helle to buy the latest SmartCore computer system from him. SmartCore comes with the latest software in database management, salary administration, and product branding, amongst other things.

D. *Should Helle buy the system? Mention, <u>under headings</u>, 3 aspects of this sale that you would discuss with Helle.* *(15 marks)*

Suppose he then decides to get a secondary storage device as well; he is confused whether he should buy a hard disk or the latest magnetic tape.

E. *Which of the two above is better for his requirements and why? Explain, <u>under headings</u>, 3 reasons.* *(15 marks)*

SECTION B. – CHOOSE ANY TWO QUESTIONS

Question 2.

a. Explain, using an example, why an organisation may use _three_ different types of
   communication media. *YOUR ANSWERS MUST BE UNDER HEADINGS*   *(15marks)*

b. What is system stress and what causes it?   *(5 marks)*

Question 3.

Discuss, _under headings_, 4 differences between a Hierarchical model database and a
Relational model database.   *(20 marks)*

Question 4.

Explain the following concepts, using an example where appropriate.

a.	Software Suite	*(5 marks)*
b.	Network model database	*(5 marks)*
c.	Router	*(5 marks)*
d.	ASCII	*(5 marks)*