UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION - MAY 2011

COURSE TITLE	:	INTRODUCTION TO BUSINESS COMPUTING
COURSE CODE	:	BA112 - B.ED. IDE
CLASS	:	BACHELOR OF EDUCATION
TIME ALLOWED	:	. THREE (3) HOURS

INSTRUCTIONS:

1. This paper consists of sections (A) and (B)
2. Section (a) is Compulsory.   TOTAL MARKS 40
3. Answer any three (3) questions from Section B.   TOTAL MARKS 60
4. The Total Number of Questions in this paper is five (5)

NOTE: GOOD COMMUNICATION IN ENGLISH AND ORDERLY PRESENTATION AFFECTS THE TOTAL MARKS YOU WILL BE ALLOCATED FOR EACH ATTEMPTED QUESTION

THIS EXAMINATION PAPER SHÒULD NOT BE OPENED UNTIL THE INVIGILATOR GRANTED PERMISSION

SECTION A - COMPULSORY

Microsoft's domination of the software industry has never been more apparent than the present times. In the past, the argument has been that there was never a company that had either the financial or the intellectual resources to pose any threat to Microsoft. However, of late, with the advocacy of open source software, intellectual capacity cannot be used as an excuse. Given the ease of being part of the open-source movement and its professed "oneness to all', intellectual capacity should be easily available. Likewise the companies and individuals backing this movement. Pulled together, they have the financial resources previous competitors could only dram of. Regardless of these changed situations it would seem Nicrosoft's grip on the software market is more than stronger, regardless of its occasional mispahs in some of its software (such as the well documented Windows Vista incompatibility).

However, it has not always been like this. Microsoft started off as a player like all other players in the market. In fact, when most of Microsoft's products entered the market there were already other similar, well-established products in that market. For instance, its first operating system (MS-DOS) found other products such as IBM's O/S being the dominant player. Likewise Microsoft's wordprocessor and spreadsheet entered markets largely dominated by stand-alone packages Wordperfect and Lotus. Its Internet Explorer entered a world champion in software. And by the look of things, it will continue to be in the coming years, regardless of the availability of free open-source software.

Akazi contemplating whether or not she should buy a relatively expensive commercially available software suite, such as Microsoft Office commercially available accounting software or have custom-made software for her accounting department and use Google Apps. an open source software. The commercially available accounting software has numerous extra features that she may not really use, but it would enable her to do more than just basic accounting. Alternatively, she can have a custom-made for her accounting functions and then use Google Apps for the other business applications being done in the company.

Google Apps provides only basic functionality in its word processing and spreadsheet programs and lacks database and electronic presentation software to compete with Microsoft Access and Powerpoint. Microsoft's spreadsheet and wordprocessor are considered far more powerful and rich in features than those offered by the open-source Google Apps. However, one may argue that most Office users don't even use half of these rich features of Office.

ANSWER ALL QUESTIONS

A.   Given you have covered in your course under software, what could be Microsoft's advantage over its past competitors and the open-source movement. Explain, under headings, 3 points of advantage   (12 Marks)

    a. Given the above situation, which combination would you recommend for Akazi? Commercially available software or Custom-made and Google Apps)   (2 Marks)

    Provide and explain (under headings), two clear reasons why you would recommend that combination   (8 Marks)

B.   Explain (under headings) key disadvantages of using the commercial software mentioned in the case.   (10 Marks)

C.   Briefly explain one open-source product competing with Microsoft's products in the following categories:

    a. Operating System   (2 Marks)
    b. Microsoft Office   (2 Marks)
    c. Internet Explorer   (2 Marks)
    d. Programming Software   (2 Marks)

SECTION B – ANSWER ANY 3 QUESTIONS

Question 2

A. What are the main telecommunications transmission media and types of networks? (5 Marks)

B. Name the different types of physical transmission media and compare them in terms of transmission distance, speed and cost (10 Marks)

C. Name and describe the principal network topologies (5 Marks)

Question 3

For each of the following, explain which processing method would be ideal, and why you think that is the ideal method.

A. The payments made by drives to a toll-date operator (5 Marks)

B. The payments made by customers into a pyramid scheme (5 Marks)

Suggested answer layout.

PROCESSING METHOD	REASON
A.	

Question 4

Using relevant examples, explain application software :

A. Application Software (5 Marks)
B. Discuss Biometric Input Devices (5 Marks)
C. Define and describe voIP and virtual private networks, and explain how they provide value to business. (10 Marks)

Question 5

A. How to the Internet and Internet technology work, and how do they support communication and e-business? (10 Marks)

B. Define the Internet and explain how the it works (5 Marks)

C. How can the internet provide Business Value (5 Marks)