UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION – DECEMBER 2010

COURSE TITLE : **INTRODUCTION TO BUSINESS COMPUTING**

COURSE CODE : **BA 112 – FULLTIME and IDE**

CLASS : **DIPLOMA IN COMMERCE**

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 TWO (2) QUESTIONS FROM SECTION B.

   TOTAL MARKS **60**
4. THE TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS FOUR (4)

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

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

SECTION A. – COMPULSORY

Shell is putting in place a new computer system in the regions it operates. The main objective is to create one system that will be operational in all the regions of the world in which it operates. This will involve millions if not billions of Emalangeni; since this system will encompass many activities within each of the business units in each region, to create a global system. For instance, the system incorporates activities that are being done in the human resource unit as well as activities done in the fuel distribution unit as well as activities in the accounting unit; amongst others. The system will be driven by the latest hardware, because Shell is of the opinion that this type of hardware will last longer.

Shell currently has an informal relationship with McKeeky Research Institute (MRI) who are experts in research on oil exploration. Shell would like to formalize this relationship because MRI has promised to source and supply the hardware Shell would need for their computer systems. MRI has done this before for their bank which also wanted hardware for their own systems. Shell feels very comfortable about this, given that MRI has helped other institutions and also that MRI has a permanent location and therefore Shell will know exactly where MRI is, should they have a problem with the hardware.

1. Is the above idea of creating one system for all its regions a good one for Shell? Discuss three (3) issues, ***under headings***, that you think Shell must consider in greater detail, regarding this issue. (15 marks)

2. For their system, which software would best address Shell's software needs? Give two (2) reasons, ***under headings***, that support your choice. (10 marks)

3. Does formalizing the relationship with MRI benefit Shell, given the reason they want to formalize the relationship? Explain your position. (5 marks)

4. What would you recommend for Shell in terms of their memory needs, given that they are a big organization? Would you suggest a very big CPU or an external memory device? (2 marks). Discuss two (2) reasons, ***under headings***, that support your choice. (8 marks)

SECTION B. – ANSWER ANY TWO QUESTIONS

Question 2.

Explain, using examples, the following concepts:

1. Peer-to-Peer Architecture (6 marks)
2. Domain Name System (6 marks)
3. Non-Impact Printers (6 marks)
4. Disc-Based memory (6 marks)
5. Hypertext Transport Protocol (6 marks)

Question 3.

Explain, with a relevant example, one difference between the following concepts. You must have a heading for your one difference. (*NOTE: You explain the difference, not the definition of each.*)

1. Asynchronous vis-à-vis Synchronous transmission (6 marks)
2. Microwave vis-à-vis Infrared (6 marks)
3. Object Code vis-à-vis Source Code (6 marks)
4. Network vis-à-vis Relational Databases (6 marks)
5. System Software vis-à-vis Application Software (6 marks)

Question 4.

Explain, using an appropriate practical example in each case, how a not-for-profit organization like Red Cross can use 3 kinds of business application software. Use the following answer layout.

Business Application Software (2 marks)	What it can be used for (4 marks each)	Situational Example (i.e. give an example of how Red Cross can use the software) (4 marks each)
1.		
2.		
3.		