

COURSE CODE: BA112

UNIVERSITY OF SWAZILAND

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER 2011/2012

YEAR OF STUDY: D.COM (YEAR 1/IDE YEAR 2)

TITLE OF PAPER: INTRODUCTION TO BUSINESS COMPUTING

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS:

- 1. This paper consists of Sections A and B.**
- 2. The case study question (Section A), is compulsory.**
- 3. Answer any three 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)

You are the owner of one of the largest liquor distribution companies, called SMC distributors, which is based in the Matsapha industrial site. You have just made a decision to automate the accounting and distribution activities. SMC has no one on its staff with computer expertise, so you have just hired Mandla Mavuso, who is a system programmer at the Manzini City Council.

After being on the staff for a week, Mandla comes into your office and is very upbeat. He has learned that Swaziland Brewers is upgrading its computer system and will be disposing of its old system, a mainframe computer. The system is equipped with multiple hard drives, proprietary systems software, several terminals, a tape drive for archiving purposes, and a high speed printer. Mandla feels that he probably can obtain this system very cheaply, and the system should be more than adequate for whatever applications SMC may develop. He strongly recommends that SMC make a bid for the computer system so that he can start developing applications for the company.

Questions

- (a) Discuss the concerns that you might have with his recommendations?
(10 marks)
- (b) Describe the steps he should have taken to recommend a computer system?
(10 marks)
- (c) If there was an option of buying new hardware from vendors, instead of acquiring old and used hardware, what hardware acquisition issues must be taken into account? Discuss.
(20 marks)

SECTION B

Answer any three questions from this section.

Question 1.

Discuss each of the following:

- (a) Online processing (5 marks)
- (b) GUI (5 marks)
- (c) 4TH Generation languages (5 marks)
- (d) MICR (5 marks)

Question 2

Discuss five issues that a manager would be concerned with as he/she implements a computer network in the organisation (20 marks)

Question 3

- (a) What is the difference between a data line and an analogue line? Which one is faster in terms of data transmission? (8 marks)
- (b) Identify three basic approaches to developing application software and discuss the pros and cons of each. (12 marks)

Question 4

Why is PBX important and what features make it attractive to the manager? (20 marks)