

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER 2015/2016

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I

COURSE CODE: BA215/BA317

YEAR OF STUDY: B.COM 2 (FULL TIME), BCOM LEVEL 4 (IDE)

TIME ALLOWED: THREE (3) 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**This section is compulsory**

Ann Strong, a CPA is considering the acquisition of a database software package for her public accounting firm. She intends to use the package to aid in maintaining data concerning services provided to clients on various engagements, billing of clients, purchasing of supplies and services, accounts payable, cash disbursements and budgeting. Providing services to clients includes such activities as scheduling engagements and keeping a log of the time worked on various specialties (e.g. tax, financial analysis consulting).

Required

- a. Identify the phases that are desirable in developing the database and acquiring the database software package. Be specific in describing each phase and state its importance in obtaining a sound database system. (15)
- b. Describe the components and capabilities of a desirable software package for the activity cited in the case. (6)
- c. Describe several enquiries and reports for which the information can be quickly retrieved by the data-base software package. Specify how each enquiry and report can help Ann Strong in planning or controlling the firm's activities. (4)

SECTION B

Answer any three questions from this section

QUESTION 1

Discuss the benefits and drawbacks to the development of a single overall data base that include all of a firm's data. (Limit your answer to three benefits and three drawbacks). Discuss the feasible alternatives to this overall data base. (25)

Question 2

The College of Education is in the process of designing a new information system to help improve among other things, the registration process, capture of marks for tests and assignments, preparation and dissemination of results.

- a. For the above, identify the events, resources and agents. (5)
- b. For purposes of identifying the exact needs of the users, which approach should the college use and why? Why should they disregard the other approaches? (20)

QUESTION 3

Discuss the challenges that can be faced by an organisation that uses distributed data base system or distributed processing. Limit your discussion to five points. (25)

QUESTION 4

Discuss the following:

- a. Voice over Internet Protocol (15)
- b. Electronic Data Interchange (10)