UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION PAPER – DECEMBER, 2016

TITLE OF PAPER : INTRODUCTION TO BUSINESS COMPUTING

DEGREE AND YEAR : B.COM I

COURSE CODE : BUS111

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :
1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B).

2. THE CASE STUDY SECTION (A) IS COMPULSORY.

3. ANSWER ANY THREE QUESTIONS FROM SECTION (B)

NOTE: MARKS AWARDED WILL ALSO BE INFLUENCED BY GOOD COMMUNICATION IN ENGLISH AND ORDERLY PRESENTATION OF WORK

DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.

SECTION A

TouchMoney Inc. (TMI) is contemplating whether they should buy (1) a relatively expensive commercially available software suite plus commercially available accounting software or (2) have custom-made software for their accounting department and use standalone software for the different business applications being done in the company. The commercially available accounting software has numerous extra features that they may not really use, but it would enable them to do more than just basic accounting.

So they informally approach Stevie Gerr to advise them on the matters. Stevie Gerr runs a very successful branding company, with offices in the fancy upper part of the CBD. He has been involved in corporate branding issues for more than 15 years. After listening to TouchMoney executives explain their predicament Stevie makes the following suggestions.

"I would first recommend that you focus on the hardware devices that you need to put in place. We can provide these for you. Now, given that you also run a training centre you can benefit greatly from a number of new technologies such as getting modern-day digitalized scanners that use a stylus so you can mark your students' multiple choice answers. Hardware must be compartible so you don't have any problems. So you can buy either tape storage devices or magnetic disks since they are basically the same thing as they work the same way and are made of magnetic media. Alternatively you can also get optical storage devices especially CD-ROM as they provide the benefit of allowing end-users to save their work every time they work or update their reports. Then finally get a printer. Don't buy a dot matrix printer as it prints the dots that appear on the monitor. The dots are called pixies by the way. That is my initial assessment of your situation."

A. Which combination would you recommend for TMI – the commercially available software or custom-made and standalone software? Use the suggested answer layout. **(5 marks plus 1 mark for answer layout)**

Combination Recommended **(1 mark)**	
Reason 1 **(2 marks)**	
Reason 2 **(2 marks)**	

B. Explain (under headings)

1. Two key disadvantages of using the commercial software mentioned in the case. **(4 marks)**
2. What are some of the organisational challenges that TMI may face when it comes to implementing an information system. Identify and explain only 2. **(4 marks)**

C. TouchMoney is considering formalising the relationship with Stevie Gerr so as to buy the necessary hardware from him. They believe they will get a good discount from him as well. Would you recommend they formalise this relationship, given why they want to formalise it? **(5 marks)**

D. Stevie Gerr has made a number of incorrect statements. Identify at least 5 of these and explain what the correct position is. Use this suggested layout. **(20 marks plus 1 mark for answer layout)**

Suggested answer layout.

Incorrect statement (1 mark)	Correct Position (3 marks)
Example : "the BUS111 Test is on Tuesday at 8 am in COM001"	The BUS111 test is actually on Friday the 30th Oct at 12 noon at the MPH" _Note that merely stating that the test is not on Tuesday does not give you any marks. It is stating the correct position that guarantees you marks._ So you must state the correct position under this section.
1.	
2.	
3.	
4.	

SECTION B

Question 2

Projects Lookout Inc. (PLI) is a successful project management firm, employing a number of project officers to manage clients' projects.

Project officers are grouped into teams as they work on client projects. However, a project officer can only belong to one team. The team can work on more than one project, but they have to complete each project before moving to the next one. The team will generally have a number of project officers.

The types of projects that PLI undertakes vary from road construction to buildings construction to golf-course layouts. As mentioned earlier, a project team can work on more than one project but they cannot work on different types of projects at a time. The project type however can have a number of teams working on it, but it must be handled by at least one team.

    I.   Identify 4 entities in the above scenario   (2 marks)

    II.   Create an entity table for the entities identified above, including at least 3 attributes in each table. Use PK to show the primary key.   (8 marks)

    III.   Using crow-foot notation, draw E-R diagrams showing how the entities identified in (a) above are related.   (10 marks)

Question 3

Explain the TCP/IP Model. In your solution explain the purpose/function of each layer and provide specific examples to illustrate the purpose/function of that layer. Use the suggested answer layout. (20 marks)

Layer (1 mark each)	Function of layer (2 marks each)	Example (2 marks each)

Question 4

Explain, using examples, the following technologies;

    I.   RFID

    II.   ERD

    III.   Relational databases

    IV.   Open source Software

    V.   HTML

(20 marks)

Question 5

Moca-Mola is an international beverages company. It owns the entire production process, from accepting raw materials for the manufacture of its beverages to the sales and distribution of its products. It has an integrated information system that cuts across the organisation (called ERP system). All functions at Moca Cola are integrated into this ERP system.

Using Porter's Value Chain model, explain how the information system at Moca-Mola can be beneficial. _For the support activities_, use only two (2) to contribute to your discussion. Use the suggested answer layout.

Activity (1 mark)	How IS can help (2 marks each)