UNIVERSITY OF ESWATINI

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION DECEMBER 2018

TITLE OF PAPER: INTRODUCTION TO BUSINESS COMPUTING

COURSE CODE: BUS111/ IDE-BUS111

BCOM 1/B.ED 1/BCOM LEVEL I (IDE)/ B.ED LEVEL1(IDE)

TIME ALLOWED: 3 HOURS

INSTRUCTIONS:

1. This paper consists of Sections A & B.

2. The Case Study (Section A) is compulsory.

3. Answer any three questions from section B.

Note:

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

SECTION A

This section is compulsory

The Gripper Brake Company is a small new manufacturer of brakes, brake linings and other parts of braking systems. It sells approximately 100 different sizes of brake products to garages and retail outlets of motor vehicle products in all regions of the country. Gripper generated sales revenues last year of E15 million. Moreover, Bheki Sibiya, the owner and manager of Gripper, foresees rapid growth in sales during the coming years. Mr Bheki has become aware that the firm is having difficulty in processing increasing number of sales orders and delivering orders to customers by promised dates. When customers inquire about the status of their orders, clerks often must spend hours tracking down the answers. Critical parts and materials needed in the manufacturing of products are frequently out of stock. Losses from bad debts have been increasing at an alarming rate. The firm is also having difficulty in meeting the weekly payroll and in preparing the required government payroll tax reports.

These problems have led Mr Bheki to seek help from Sipho Dube, the firm's accountant. After a careful investigation, Sipho recommends that the firm aquires its own computer system. On agreement from Mr Bheki, he investigates further and proposes 10 microcomputer systems which should be linked to form a local area network (LAN).

Case Study Questions

a. Describe the hardware components that appear suitable for the LAN.

(10 marks)

b. After installing the LAN, Bheki acquires software application packages that perform general ledger accounting and that process sales orders. What other essential types of software packages should Bheki purchase in conjunction with purchasing the accounting software?

(10 marks)

c. Describe other software packages that would aid Gripper in solving

SECTION B

Answer any three questions from this section

QUESTION 1

In detail, explain the concept of cloud computing, highlighting its importance, benefits and limitations. (25 marks)

QUESTION 2

a. What is your understanding of a database model? (5 marks)
b. Give an account of any four database models. (20 marks)

QUESTION 3

Explain five challenges/concerns that must be addressed during the implementation of networks. Also suggest recommendations for addressing the challenges. (25 marks)

Question 4

Discuss the role of information systems in organisations using the Value Chain Model of analysis as a guide. (25 marks)