

**UNIVERSITY OF ESWATINI
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
RE-SIT EXAMINATION 2018/19**

**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

DISTRIBUTED PROCESSING

THIS SECTION IS COMPULSORY

Curly Super Fries owns fifty restaurants throughout the country. The restaurants serve fast-food breakfasts, lunches and dinners. Annual revenues amount to E3million, approximately E9,000 per day are made at all the restaurants. Three years ago, the company replaced its computers with new ones. Recently, it has linked the computers into a companywide client/server computing network. One of the company's main goals in implementing the network was to improve decision making by providing managers with rapid access to the terabytes of collected data. For example, the company desires to track daily the number of people who purchase french fries with their meals, the mix of products sold, the effectiveness of advertising campaigns and the percentage of customers using the drive through window.

Case study questions

- a. Describe how the company can utilise the internet to competitive advantage. (10 marks)
- b. Should the company implement an intranet? State the benefits of doing so. (10 marks)
- c. Assume that the company implements a companywide data warehouse, state how it can be used to improve the decision making of key managers. (5 marks)

SECTION B

ANSWER ANY THREE QUESTIONS FROM THIS SECTION

Question 1

Discuss the role of information systems in the performance of value chain activities. Provide appropriate examples where necessary. (25 marks)

Question 2

Give an account of programming languages, highlighting the benefits and challenges associated with their evolution. (25 marks)

Question 3

- a. What is network? (5 marks)
- b. Explain in detail any four network types. (20 marks)

Question 4

The University is in the process of implementing an information system for managing its admissions, student records and other processes. Discuss the importance of doing in a networked environment. (Limit your discussion to five points) (25 marks)