

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF APPLIED SCIENCE**  
**COMPUTER SCIENCE DEPARTMENT**  
**MAY EXAMINATIONS 2005**

**SUBJECT: BUSINESS INFORMATION SYSTEMS**  
**CODE: SCS1203**

**INSTRUCTION TO CANDIDATES**

Answer any five questions. Paper contains Seven questions.

**Time: 3 hours**

**QUESTION ONE**

In using ICT for a competitive advantage, ICT affects three key competitive forces at the strategy level of an organisation.

- a. Identify these competitive forces [3]
- b. Give a brief description of what they are and how ICT affects them. [9]
- c. Give an example of an ICT application for each of these competitive forces in a business environment. [8]

**QUESTION TWO**

- a. Give a definition of Critical Success Factors. [2]
- b. Define the steps in coming up with Critical Success Factors. [6]
- c. What are the advantages and limitations of Critical Success Factors using the steps identified? [5]
- d. Define Critical Success Factors for the Zimbabwe Football Association. [7]

**QUESTION THREE**

- a. Define and describe five types of computer crimes. [5]
- b. Describe five types of viruses. [5]
- c. Define controls that can be put in place to ensure security of an Information System. [10]

**QUESTION FOUR**

- a. What is a Decision Support System (DSS)? [2]
- b. Name five processing functions that a DSS does/ can have? [5]
- c. What are the differences between a DSS and an Expert System? [5]
- d. Give an example of a DSS that is ICT based. [8]

**QUESTION FIVE**

- a. Another way of classifying the use of Web is in terms of electronic communities it has created. Describe three types of on-line communities of the Internet. [6]
- b. Thousands of businesses are using the Internet to market products and services. Give reasons for using the Internet to gain a presence in the electronic market place. [14]

**QUESTION SIX**

- a. Describe five ways in which mobile computer systems connect to other computers and networks. [10]
- b. Describe a strategic planning Information System of your choice and what criteria identifies it as such. [10]

**QUESTION SEVEN**

- a. Name and define ten functionalities of the operating system. [10]
- b. Name and define Data Transmission modes in existence. [10]

**END OF QUESTION PAPER**

**GOOD LUCK!**