

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF APPLIED SCIENCE  
DEPARTMENT OF COMPUTER SCIENCE  
AUGUST SUPPLEMENTARY EXAMINATIONS 2004**

**COURSE: INFORMATION SYSTEMS FOR MANAGEMENT AND BUSINESS**  
**CODE: SCS 6102**

**INSTRUCTIONS TO CANDIDATES**

This question paper consists of six questions.  
Answer any five questions

**QUESTION ONE**

- a) What are the qualities of a good manager? Discuss. [10]
- b) Using the Critical Success Factors Method, come up with the information needs of a manager whose mandate is to steer the organization into penetrating other markets? [10]

**QUESTION TWO**

- a) Why would a manager propose a dial-up telephone system over a leased line telephone system for his organization? Discuss [10]
- b) What are the advantages of using wireless networks over physical line networks? Discuss. [10]

**QUESTION THREE**

- a) Name and describe at least 5 different types of application software. [10]
- b) What criteria would you use to select hardware and software for your newly-established computer-training college.[10]

**QUESTION FOUR**

- a) Describe at least two different models of Electronic Distance Education Systems. [10]
- b) Name and describe at least five different file structures. [10]

**QUESTION FIVE**

- a) What is the value-chain concept and what role does it play in giving managers an understanding of how IT can be used to support a business. [10]
- b) A consumer loan company has difficulty reducing the percentage of debt expenses incurred when customers default on loans. As a manager how would you solve that problem? Discuss [10]

**QUESTION SIX**

- a) NUST has an electronic mail system that links it to other universities and research centers in the region. Discuss the impact of such a system at industry, firm and strategic levels. [10]
- b) Name and define at least four types of feedback as applies in a Drinks Manufacturing Firm. [10]

**END OF QUESTION PAPER**