

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FIRST SEMESTER EXAMINATION: 2010**

**INTRODUCTION TO INFORMATION TECHNOLOGY CAC 1203**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS**

1. Answer **ALL FOUR** questions from Section A
2. Answer **ANY THREE** questions from Section B

**SECTION A [40 MARKS]**

Answer all questions.

1. Define the following:
  - a. Data, [2 marks]
  - b. Knowledge, [2 marks]
  - c. Office Automation Systems, [2 marks]
  - d. Transaction Processing Systems, [2 marks]
  - e. Management Information Systems. [2 marks]
2. Graphically illustrate and discuss open and closed systems. [10 marks]
3. Discuss how an organizations transactions are useful to the organization and how the information captured during a transaction is employed by management of the organization. [12 marks]
4. Information systems are useful in the quality improvement process? Discuss. [8 marks]

## **SECTION B [60 MARKS]**

**[PLEASE NOTE: Answer ANY THREE QUESTIONS FROM SECTION B]**

1. (a) What are the objectives of systems employed during transaction processing activities? Give examples. **[8 marks]**  
  
(b) Discuss how information systems assist in the decision making processes of an organization. Highlight the types of decisions in existence. **[12 marks]**
2. Discuss the Artificial Intelligence family using real world examples of these systems. What are the characteristics of artificial intelligence? **[20 marks]**
3. Graphically illustrate a Transaction Processing System and a Management Information System. Highlight the characteristics of these systems giving practical examples. **[20 marks]**
4. *“Office automation involves the use of tools and methods that are applied to office activities which make it possible to process written, visual, and sound data in a computer aided manner.”* Discuss how the practical element of this course highlighted this fact of office automation and clearly illustrate using examples from the course as they applied to you. **[20 marks]**