



**National University of Science and  
Technology**

**FACULTY OF COMMERCE**

**DEPARTMENT OF ACCOUNTING**

**SUPPLEMENTARY EXAMINATION: AUGUST 2010**

**INFORMATION SYSTEMS      CAC 2104**

**TIME ALLOWED: 3 HOURS**

**MARKS: 100**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. Attempt 5 questions ONLY
2. Use the examination book provided
3. Use black or blue pen
4. Begin each question on a new page and
5. Submit all answer books used.

**QUESTION 1 (20 MARKS)**

- Define the following terms
- i) Information systems strategy (3)
  - ii) Key performance indicators (2)
  - iii) Critical success factors (5)
- b) Among many other roles, the computer steering committee sets parameters that should be factored into public bureau selection. List any TEN factors you know (10)

**QUESTION 2 (20 MARKS)**

Sogcoza is a company with an established base of IT applications. The Finance department has a fully computerized accounting system. The marketing department has a customer modeling package and the production department sees no need for technology.

The Finance Director is in charge of IT and he is proposing a 12% increase in IT expenditure to upgrade systems in the relevant departments based on last year budgets. Briefly comment on the weaknesses in the IT provision at Sogcoza, suggest any improvements you might make. (20)

**QUESTION 3 (20 MARKS)**



The diagram above, illustrates in a simplified way, the three phases of data processing irrespective of whether the system is a manual or computerized system.

- (a) Define, what is meant by data, giving examples, and to state the two sources from which an organization could obtain data input. (3)
- (b) Briefly list the processing carried under processing (3)
- (c) Under output, explain why management requires information. (6)
- (d) Distinguish between data and information (8)

**QUESTION 4 (20 MARKS)**

It is uncommon for system designers involved in the introduction of computer-based data processing to encounter resentment and opposition from existing employees. For what reasons may employees react in this manner? What steps can the system designers take to reduce this resistance?

(20)

**QUESTION 5 (20 MARKS)**

Briefly discuss FOUR methods of charging for computer costs (10)

b) Discuss in detail the following database structures

i) Relational

ii) Network

iii) Hierarchical

(10)

**QUESTION 6 (20 MARKS)**

Discuss the advantages and disadvantages of outsourcing (15)

b) Explain the following terms

i) cache memory

ii) extranet

iii) intranet

iv) business strategy

v) business objectives

(5)

END