

**DEPARTMENT OF TEXTILE TECHNOLOGY
END OF SEMESTER EXAMINATIONS MAY 2005
INFORMATION SYSTEMS TXT 2221**

TIME : 3 HOURS

INSTRUCTIONS

Answer **FIVE** questions. Each question carries 20 marks.

QUESTION 1

Systems approach is a valuable method in analysing and solving business problems.

- a. Give three reasons why it is considered a valuable method. [5]
- b. List and briefly explain steps involved in problem solving. [15]

QUESTION 2

Explain the five competitive forces that information technology can address at firm level. [20]

QUESTION 3

- a. Another way of classifying the use of the Web is in terms of electronic communities it has created. Describe three types of on-line communities on 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 4

Information technology can have a critical and important impact on the re design of business processes. Describe any five IT capabilities and their organisational impact. [20]

QUESTION 5

Explain the following risks as they apply to the competitive impacts of IT and the benefits of inter-organisational systems:

- a. Shifting the balance of competition. [10]

b. Failure to upgrade the capabilities of a Strategic system. [5]

c. Litigation. [5]

QUESTION 6

The Business Systems Planning (BSP) method assists a business in developing an information systems plan that supports both short and long term information needs.

a. List the major activities that are involved in BSP. [15]

b. Explain in brief the functions and composition of a BSP study team. [5]

QUESTION 7

Show how an information-planning grid helps understand the connection between information technology and business strategy. [20]

END OF PAPER