

Computer Applications in Revenue Management Examination

March 2009

Answer all Questions

The marks for each question are shown in brackets at the end of the question.

Question 1

- a) Why it is important to classify information? Explain with reference to the purpose of classifying information. (5 marks).
- b) Data is not useful in its raw state unless it is processed. List five (5) data operations giving a brief description of each. (5 marks).
- c) Information Systems turn data into useful information for decision making. Give five (5) types of information systems briefly describing what they do. (5 marks).

Question 2

With reference to databases, discuss the following using examples: (10 marks)

- a) Redundancy
- b) Data inconsistency
- c) Inflexibility

Question 3

ZIMRA has been having problems with the use of the manual TIP system. You have been asked to champion the development of a new system that will computerise the TIP system. Explain the system development life cycle phases of the TIP system giving examples on each of the phases. (15).

Question 4

- i) Discuss Five (3) services that are found on the internet. (6 marks).
- ii) With reference to the internet write the following in full and explain their significance. (3 marks).
 - a. FAQ
 - b. RFC
 - c. FYI
- iii) With the aid of a diagram describe the e-cheque clearing system. (6 marks)

Question 5

As a manager in ZIMRA what functions are available to you in the ASYCUDA system which you may use in Revenue Management? What improvements would you suggest for the ASYCUDA system? (15 Marks)

The End