



THE COPPERBELT UNIVERSITY
SCHOOL OF MATHEMATICS AND NATURAL SCIENCES

JUNE, 2016 – SESSIONAL EXAMINATIONS
BS/BEC 240 – DATA PROCESSING AND MANAGEMENT INFORMATION SYSTEMS

TIME ALLOWED: THREE HOURS

INSTRUCTIONS :

- **Maximum Marks Available – 100**
- **This paper has SIX(6) Questions**
- **Answer Any FIVE(5) Questions**
- **All Questions Carry Equal Marks (20 marks)**

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QUESTION ONE

- a) Define the following terminologies. **[6 marks]**
 - i). System analysis
 - ii) System design
 - iii) Systems analyst
 - iv) System prototype
- b) List five (5) SDLC Analysis – Data Gathering methods discussed in class. **[5 marks]**
- c) List five (5) SDLC Implementation – Evaluation requirements **[5 marks]**
- d) List four items that needs to be presented at the end of the SDLC Preliminary Design phase. **[4 marks]**

QUESTION TWO

- a) Forces behind E-Commerce include Digitalization & Connectivity, Internet Explosion, and New Types of Intermediaries and Customization and Customerization. Other than the above forces, briefly discuss at least four (4) other forces behind E-Commerce. **[6 marks]**
- b) Briefly discuss the following e-Commerce Applications. **[6 marks]**
 - i) Supply chain management
 - ii) Video on demand
 - iii) Remote banking
 - iv) Home shopping
- c) Give two alternative definitions of e-Commerce. **[4 marks]**
- d) State four (4) technical limitations of E- Commerce. **[4 marks]**

QUESTION THREE

- a) Define the following Intellectual Property Rights terminologies. **[8 marks]**
 - i) intellectual property
 - ii) Plagiarism
 - iii) Copyright Law
 - iv) File swapping
- b) State and describe the two (2) main areas of Industrial property. **[4 marks]**
- c) Discuss the following domains of ICT ethics, describing the aims of the ICT standards governing commercial & legal issues for each. **[8 marks]**
 - i) Commercial & Legal Issues
 - ii) Expression
 - iii) Social Justice / Accessibility
 - iv) Intellectual Property

QUESTION FOUR

- a) Define the following Information System terminologies. **[6 marks]**
 - i) Knowledge base
 - ii) knowledge management
 - iii) knowledge worker
 - iv) Structured decisions
- b) Sketch and clearly label the generic model of an information system and describe the components. **[6 marks]**
- c) One of the System characteristics states that, Systems do not operate in complete isolation. Briefly discuss this characteristic. **[4 marks]**
- d) Give two examples of information systems and discuss briefly the activities they support. **[4 marks]**

QUESTION FIVE

- a) Define the following computer systems terminologies. **[6 marks]**
 - i) Multimedia
 - ii) Resolution
 - iii) Response time
 - iv) Byte
- b) Briefly describe the following systems software. **[6 marks]**
 - i) Command line interpreter (CLI)
 - ii) Graphical user interface (GUI)
 - iii) Network operating system (NOS)
 - iv) Utility software
- c) Briefly discuss how a Modem (modulator–demodulator) allows users to use ordinary telephone line to connect to the internet. **[4 marks]**
- d) State and describe two (2) wireless network standards. **[4 marks]**

QUESTION SIX

- a) State 8 file management tips as discussed in class. **[4 marks]**
- b) State uses of the following features of the word processing package. **[4 marks]**
 - i) Search/Replace
 - ii) Thesaurus
 - iii) Importing
 - iv) Desktop Publishing:
- c) Define the following Organizational structure concepts. **[6 marks]**
 - i) Hierarchy of Authority
 - ii) Division of Labor
 - iii) Line Positions
 - iv) Staff Positions:
- d) Information security is concerned with the confidentiality, integrity and availability of data regardless of the form the data may take: electronic, print, or other forms. Discuss these three elements of security. **[6 marks]**

.....**ALL THE BEST**.....