



**THE COPPERBELT UNIVERSITY**  
**SCHOOL OF BUSINESS**

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**JUNE, 2021–SESSIONAL EXAMINATIONS**

**BBA/BEC/BSP/ 240/BSP 241/BF 250/HR 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)**

**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

### QUESTION ONE

- a) Discuss the following general purpose software packages by defining, stating 2 main features for each and giving 2 examples for each. **[12 marks]**
- i) Word Processors                      ii) Spreadsheets    iii) Database Management package    iv) Presentation tool
- b) List eight (8) File Management Tips as discussed in class. **[8 marks]**

### QUESTION TWO

- a) Define the following terminologies. **[6 marks]**
- i). System analysis ii) System design iii) Systems analyst iv) System prototype
- b) State 3 advantages and 3 disadvantages of structuring organisations by Process. **[6 marks]**
- c) Discuss in detail the Preliminary Design in the System Development Lifecycle. **[8 marks]**

### QUESTION THREE

- a) Forces behind E-Commerce include Digitalization & Connectivity, Internet Explosion, and New Types of Intermediaries and Customization and Customerization, briefly discuss these forces behind E-Commerce. **[8 marks]**
- b) Briefly discuss the following e-Commerce Applications. **[8 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]**

### QUESTION FOUR

- a) 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 CIAs of information security. **[6 marks]**
- b) State and describe four (4) security controls based on the taxonomy of what the control does. **[6 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 FIVE**

- a) State and discuss four (4) out of the five functional areas most IT departments are organized into as discussed in class. **[8 marks]**
- b) State and briefly describe the two types of application software. **[6 marks]**
- c) State and briefly describe the three Classes of application controls in computer based information systems. **[6 marks]**

### **QUESTION FIVE**

- a) State and briefly describe four (4) available tools/technologies for computer based information system control and security. **[8 marks]**
- b) Discuss 4 types of system conversion during the Implementation phase of the System Development Lifecycle, highlighting an advantage and a disadvantage for each.  
**[12 marks]**

### **QUESTION SIX**

- a) Direct selling via the Internet bypassed existing intermediaries (disintermediation). “Brick and mortar” firms became “click and mortar” companies. As a result, some “click-only”



15<sup>th</sup> March, 2017

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BEC/BS240 TEST 2

### INSTRUCTIONS

*Answer all questions in the space provided – No back page will be checked. All marks add up to 40. Marks are indicated beside each question. Time allowed is 60 minutes.*

### PERSONAL DETAILS

GROUP: \_\_\_\_\_ NAME: \_\_\_\_\_ SIN: \_\_\_\_\_

### QUESTION ONE.

- a) The vital difference between a hub and a switch in computer networking is that all the nodes connected to a hub share the bandwidth among themselves, while a device connected to a switch port has the full bandwidth all to itself. [3 marks]
- b) State and describe the two types of hubs in computer networking: [2 marks]
- i) Passive hubs simply connect all ports together electrically and are usually not powered
- ii) Active hubs use electronics to amplify and clean up the signal before it is broadcast to the other ports.

### QUESTION TWO

- a) Describe three (3) functions of a control unit in a computer system [3 marks]
- i) It is responsible for controlling the transfer of data and instructions among other units of a computer.
- ii) It manages and coordinates all the units of the computer.
- iii) It obtains the instructions from the memory, interprets them and directs the operation of the computer
- iv) It communicates with Input/output devices for transfer of data or results from storage.
- b) The Dynamic link File feature in spreadsheets allows user to: ...  
link cells in one worksheet file to cells in other worksheet files. Whenever a change occurs in one file, the linked cells in the other files are automatically updated. [3 marks]

### QUESTION THREE

- a) State three advantages and three disadvantages of an organization structured by function [6 marks]

#### Advantages

• Specialisation – each department focuses on its own work • Accountability – someone is responsible for the section • Clarity – know your and others' roles

#### Disadvantages

• Closed communication could lead to lack of focus • Departments can become resistant to change

• Coordination may take too long • Gap between top and bottom

- b) State three advantages and three disadvantages of team-based organizational structures. [6 marks]

#### Advantages

– Responsive, flexible – Lower admin costs – More informed decisions

#### Disadvantages

companies have failed. Briefly discuss your understanding of this statement. **[8 marks]**

b) State three advantages and three disadvantages of team-based organizational structures.

**[6 marks]**

c) State the principle of least privilege associated with the Logical Control computer security measure **[6 marks]**

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