



THE COPPERBELT UNIVERSITY
DIRECTORATE OF DISTANCE EDUCATION AND OPEN LEARNING

MAY, 2022–SESSIONAL EXAMINATIONS

BSP 243 - BUSINESS 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) State and briefly discuss the four (4) main types of information system as they serve different organizational levels. **[8 marks]**
- b) State the decision characteristics at the strategic and operation levels of management. **[6 marks]**
- c) Knowledge can be described as explicit or tacit. Define knowledge management and hence or otherwise briefly discuss explicit and tacit knowledge. **[6 marks]**

QUESTION TWO

- a) State the steps in the Booting process of a Personal Computer. **[6 marks]**
- b) Define the following components of a computer based information system. **[8 marks]**
Hardware ii) Software iii) Procedures iv) Database
- c) State the stages and associated activities of a decision making model. **[6 marks]**

QUESTION THREE

- a) State and describe the three classes of Computer Networks. **[6 marks]**
- b) Distinguish between Peer to Peer Networks and Client Server Networks. **[6 marks]**
- c) Define a BIT as a measurement of storage capacity in computing and hence or otherwise find the total number of characters a 16 GB flash disk would accommodate. **[8 marks]**

QUESTION FOUR

- a) State and briefly describe the components of the ALU found in computer. **[6 marks]**
- b) State and briefly describe the two categories of application software. **[6 marks]**
- c) State and describe four (4) ways of structuring a business. **[8 marks]**

QUESTION FIVE

- a) State and briefly describe four main elements of an Enterprise System. **[8 marks]**
- b) State and describe four advantages of computer processing. **[6 marks]**
- c) Topologies can be either physical or logical and the mesh topology is the simplest logical topology in terms of data flow, but it is the most complex in terms of physical design. Discuss this statement. **[6 marks]**

QUESTION SIX

- a) Define the following as they relate to decision making in organizations. **[6 marks]**
 - i) Decision behavior
 - ii) Structured decisions
 - iii) Unstructured decision
 - iv) Cognitive style
- 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) Briefly discuss the following limitations of computer based systems. **[6 marks]**
 - i) Improvisation/Flexibility
 - ii) Intuition
 - iii) Innovation
 - iv) Qualitative information

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