



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HUMAN RESOURCES MANAGEMENT, PURCAHSING AND SUPPLY

**MODULE: Business Information System
Information Systems**

**PAPER NO: 526/23/M02
500/22/S12**

DURATION: 3 Hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five questions.

This paper consists of 4 printed pages.

QUESATION 1

- (a) Explain the following systems concepts and illustrate where necessary:-
- (i) Input (2 marks)
 - (ii) Process (2 marks)
 - (iii) Output (2 marks)
 - (iv) System environment (2 marks)
 - (v) Subsystem (2 marks)
- (b) Using an example of your choice apply the above (in question 1(a) concepts to a business model of organisation. (10 marks)

QUESTION 2

- (a) Describe the term competitive advantage. (2 marks)
- (b) Briefly describe e-commerce and illustrate explain the following ecommerce models:
- (i) B2C (2 marks)
 - (ii) B2B (2 marks)
 - (iii) C2C (2 marks)
 - (iv) C2B (2 marks)
- (c) Outline the following enterprise applications:
- (i) CRM (Customer Relationship Management) (2 marks)
 - (ii) ERP (Enterprise Resource Management) (2 marks)
 - (iii) SCM (Supply Chain Management) (2 marks)

QUESTION 3

- (a) Discuss any two ethical dimensions associated with the development and use of information system. (4 marks)
- (b) Explain the following concepts and suggest ethical guidelines to manage and control them
 - (i) Profiling (2 marks)
 - (ii) Privacy (2 marks)
 - (iii) Identity theft (2 marks)
- (c) Identify five threats to data and information systems in an organisation and give solutions to mitigate them. (10 marks)

QUESTION 4

- (a) Identify and explain three advantages and three disadvantages of networking computers in businesses. (6 marks)
- (b) Explain any two types of networks which can be used in businesses and organisations.
- (c) Define the term computer networks: (2 marks)
- (d) Explain the following network topologies:-
 - (i) ring (2 marks)
 - (ii) bus (2 marks)
 - (iii) star (2 marks)
 - (iv) mesh (2 marks)

QUESTION 5

- (a) Illustrate and briefly explain the seven stages of SDLC. (14 marks)
- (b) Give four advantages of using prototype methodology over SDLC. (4 marks)
- (c) Briefly explain “Feasibility Study” (2 marks)

QUESTION 6

- (a) Describe the use of the following tools in project management
- (i) Gantt chart (2 marks)
 - (ii) Pert charts (2 marks)
 - (iii) Cost benefits analysis (2 marks)
 - (iv) Tangible benefits (2 marks)
 - (v) Non tangible benefits (2 marks)
- (b) State any five components of an information system and briefly explain each (10 marks)

QUESTION 7

- (a) Briefly explain the following database terms:
- (i) Database and database management system (2 marks)
 - (ii) Data dependence and data independence (2 marks)
 - (iii) Data consistence and data inconsistency (2 marks)
 - (iv) Data redundancy and data integrity (2 marks)
 - (v) Data encryption and data decryption (2 marks)
- (b) Give five factors to consider when buying hardware and briefly explain each. (10 marks)

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