BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING

In collaboration with

ZIMBABWE OPEN UNIVERSITY

Diploma in Business Management

SUBJECT NAME: BUSINESS INFORMATION SYSTEMS

SUBJECT CODE: D-IS 01

SESSIONAL EXAMINATION

Duration: 2 Hours

Marks – 100

Instructions to candidates:

1. Answer all questions in the answer book provided.
2. Start a question on a new page.
3. Write legibly in grammatical English.
4. Use examples where possible to support your explanations.
5. This examination paper consists of five (5) questions.

Question 1

a) What is an Enterprise (ERP) System? [2Marks]

b) Outline the benefits of Enterprise Systems to a business organisation [6Marks]

Question 2

Write short notes on the following:

    i. Management Information Systems (MIS) [5Marks]

    ii. Decision Support Systems (DSS) [5Marks]

    iii. Executive Support Systems (ESS) [5Marks]

    iv. Transaction Processing Systems (TPS) [5Marks]

Question 3

a) Describe the benefits of Database Management Approach to data management [10Marks].

b) Write short notes on the following:

    i. **Data Warehouse** [3Marks]

    ii. **Data mining** [3Marks]

Question 4

a) What is a System? [3Marks]

b) By use of a diagram, explain generic model/components of a system [8Marks]

c) How can Information Technology/Systems support a company's business processes and decision making and give it a competitive advantage? Give examples to illustrate your answer [8Marks]

d) Describe the resources that make up a computer based information system [12Marks]

Question 5

a) With reference to organisational levels, explain the different types of decisions made in a business organisation [9Marks]

b) Explain the components of a Decision Support System [6Marks]

c) Outline business value of Group Decision Support Systems [10Marks]

END OF EXAMINATION!