

**BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING**

**Diploma in Business Management**

**SUBJECT NAME: BUSINESS INFORMATION SYSTEMS**

**SUBJECT CODE: IS 101**

**SESSIONAL EXAMINATION**

**Marks – 100**

**Duration: 2 Hours**

**Instructions to candidates:**

1. This examination contains two sections (A and B). Answer **all questions** in Section A and Section B
2. Answer all questions in the answer book provided
3. Start a question on a new page
4. Write legibly in grammatical English.
5. Use examples where possible to support your explanations

**SECTION A (ANSWER ALL)**

**Question 1**

- (a) What is a System [2 Marks]  
(b) Outline why competitive advantages are never permanent [2 Marks]

**Question 2**

- (a) What are Supply Chain Management Systems? [2 Marks]  
(b) Describe the three (3) distinct groups of Supply Chain [6 Marks]

**Question 3**

Discuss the three (3) types of Management support systems [6 Marks]

**Question 4**

- (a) What are enterprise systems? [2 Marks]  
(b) Outline the benefits of CRMS [6 Marks]

**Question 5**

With examples, write short notes on the following categories of Electronic Commerce:

- i. Consumer-to-Consumer (C2C) [4 Marks]  
ii. Business-to-Consumer (B2C) [4 Marks]  
iii. Business-to-Business (B2B) [4 Marks]

**Question 6**

Briefly discuss the classifications of decisions [9 Marks]

**Question 7**

What are Group Decision Support Systems (GDSS) [3 Marks]

**SECTION B (ANSWER ALL)**

**Question 1**

Outline and discuss any five (5) business value of GDSS [10 Marks]

**Question 2**

Discuss the four (4) types of Decision-Making Levels [12 Marks]

**Question 3**

Discuss any four (4) of Michael Porter's Competitive forces [16 Marks]

**Question 4**

Discuss any four (4) characteristics of a System [12 Marks]

**END OF PAPER**

*Senior manager  
Upper management  
middle management  
Individual*