



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND
ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CBM 211
COURSE TITLE : BUSINESS INFORMATION SYSTEMS
SPECIAL REQUIREMENTS : NONE
DURATION : 3 HOURS
LEVEL : 2.1
DATE : 01 JUL 2022

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

QUESTION ONE

Computers are categorised into many types. Discuss any five. [25 marks]

QUESTION TWO

Explain the following types of Business Information Systems:

- a) Enterprise Resource Planning systems [4 marks]
- b) Customer Relation Management [3 marks]
- c) Supply chain management [3 marks]
- d) Marketing Information systems [3 marks]
- e) Manufacturing Information systems [3 marks]
- f) Human resources management systems [3 marks]
- g) Accounting Information Systems [3 marks]
- h) Financial Information systems [3 marks]

QUESTION THREE

- a) Discuss the value of studying business information systems. [25 marks]

QUESTION FOUR

- a) What is a DSS. [5 marks]
- b) Explain the following terms e-commerce, e-business, e-marketing, e-banking giving examples. [20 marks]

QUESTION FIVE

- a) What do you mean by Local Area Network? [10 marks]
- b) Discuss the value of the internet to a business organization [15 marks]

QUESTION SIX

Discuss the following methods of acquiring Information systems;

- a) Bespoke development [7 marks]
- b) Off the shelf software [6 marks]
- c) End-user-developed software [6 marks]
- d) Factors affecting software acquisition [6 marks]

QUESTION SEVEN

- a) Describe five measures that can be used to control threats to information systems. [10 marks]
- b) Discuss the values of having expert systems to an organisation. [15 marks]

***** Wish you all the best *****