



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS

DEPARTMENT OF ECONOMICS MARKETING AND ENTREPRENEURSHIP.

EXAMINATION PAPER

COURSE CODE : CBM 211

COURSE TITLE : **BUSINESS INFORMATION SYSTEMS**

SPECIAL REQUIREMENTS : None

DURATION : 3 Hours

LEVEL : 2.1

DATE : 05 DEC 2023

INSTRUCTIONS TO CANDIDATES:

1. Answer 4 Questions
2. Start each Question on a new page

There are 2 printed pages for this question paper

Question 1

- a) What are the five types of TPS in business organizations? [10 MARKS]
- b) What functions do they perform? Give an example of each. [15 MARKS]

Question 2

- a) List and briefly describe the major types of systems in organization? [10 marks]
- b) What are customer relationship management systems? How do they benefit business? (15marks)

Question 3

Assess the value of Entity relationship processing systems to an organisation.

[25 marks]

Question 4

- a) Outline any five security threats that may pose a risk to an organisation. [10 marks]
- b) Describe five measures that can be used to control threats to information systems [15 marks]

Question 5

- a) Examine three types of computer networks. [15 marks]
- b) Discuss the value of internet to a business organisation [10 marks]

Question 6

- a) What is Competitive advantage? Explain reasons why organizations aim to achieve competitive advantage. [10 marks]
- b) Discuss any five strategies that could be employed to achieve competitive advantage [15 marks]

*** Wish you all the best ***

14/12 AM