



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HEALTH, SCIENCE AND TECHNOLOGY

DEPARTMENT DIGITAL TECHNOLOGY

EXAMINATION PAPER

COURSE CODE : CDT 109
COURSE TITLE : INFORMATION TECHNOLOGY AND ORGANISATION
DURATION :3 Hours
LEVEL :1.1
DATE : November 2019

15 NOV 2019

INSTRUCTIONS TO CANDIDATES:

1. Answer any **FOUR** questions
2. Each question carries 25 Marks.

QUESTION ONE

- a) As Digital Technology expert, suggest and explain any **five (5)** factors that you could consider when buying computers and related software in a large organisation like ZEGU
[10 marks]
- b) A sugar refinery company has tasked you as the IT manager to implement use of computers in all departments.
- i) In which departments would you initiate computerization and in what way. [8 marks]
- ii) What are the disadvantages of using computers in the company? [3 marks]
- iii) Explain the consequences of system failure in a company. [4 marks]

QUESTION TWO

- a) Define an expert system, its benefits and limitations [10 marks]
- b) Identify any five(**five**) areas at ZEGU that you would expect to implement expert systems
[15 marks]

QUESTION THREE

The significance and role of technology in the economy and in society has become extremely important over the last decade. People, organisations and governments enthusiastically embrace all that technology has to offer, while others are more cautious or even positively resistant. Evaluate the importance of information technology. [25 marks]

QUESTION FOUR

- a) Why have there been so many recent incidents of data security breaches and loss of customer data by reputable companies? [10 marks]
- b) What security safeguards must companies have to deter electronic break-ins into their computer networks, business applications, and data resources [15 marks]

QUESTION FIVE

- a) State and explain Porter's 5 forces model. [13 marks]
- b) How can the internet facilitate e-commerce? [7 marks]
- c) Describe some obstacles to electronic commerce on the internet. [5 marks]

END OF PAPER