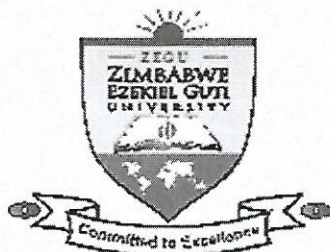


ZIMBABWE EZEKIEL GUTI UNIVERSITY



**FACULTY OF COMMERCE
BSC (HONS) DIGITAL TECHNOLOGY**

MODULE: CDT109 INFORMATION TECHNOLOGY AND ORGANIZATION

EXAM DURATION: 2 HOURS

28 NOVEMBER 2018

Instructions

1. Answer all questions, the mark allocation for each question is shown in square brackets.
2. Number your answers accordingly.
3. The total marks for the examination is 100.

Question 1

Explain the characteristics of information

[10 marks]

Question 2

Explain the opportunities brought about by the Information Technology

[12 marks]

Question 3

Explain the difference between Online Transaction Processing (OLTP) and Online Analytical Processing (OLAP)

[12 marks]

Question 4

You have been hired as a Data Analyst and you have been asked to prepare a presentation on the steps that needs to be done when doing Online Analytical Processing. Explain the steps in detail

[16 marks]

Question 5

Explain the ethical issues caused by the information Technology

[15 marks]

Question 6

Briefly explain four categories of Management Information Systems

[10 marks]

Question 7

Explain the components that make up a Customer Relationship Management

[8 marks]

Question 8

Explain the Management Information Systems reports that can allow the management to make decisions and to assess the organization's performance.

[8 marks]

Question 9

Explain how instant messaging has transformed businesses

[9 marks]

.....End of Paper.....