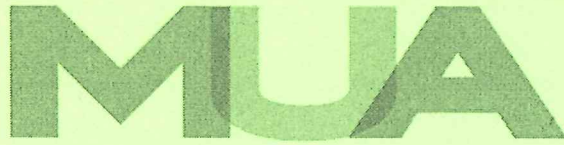


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CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE IN BUSINESS INFORMATION COMMUNICATION
TECHNOLOGY

CBT 103: INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

DATE: 5TH APRIL 2023

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. DO NOT write on this question paper.
3. This paper contains SIX (6) questions.
4. Question ONE is compulsory.
5. Answer any other FOUR questions.
6. Question ONE carries 30 MARKS and the rest carry 10 MARKS each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

BENEFITS OF AN INFORMATION SYSTEM IN A TRAVEL AGENCY COMPANY

Taji international travel care is an agency with two offices in and near Manila in the Philippines. Taji travels pride itself on its extensive knowledge of travel in the region, and its high level of customer satisfaction. Taji travels believes that it can provide customers with better deals, more effective service, and more options than the big online travel companies.

The company recently decided to automate their reservations system through a web-based service. If you take a look at the reservations process in the travel industry, most of them are excellent candidates for automation. Taking the business online provides several advantages such as; Taji travels can present travel options to customers in a more organised manner to be viewed anytime, the website provides self-service for customers to book their own flights, hotels, and ground transportation, and the website transforms the business from a local entity to a global entity.

The website provides deals and information on tour packages, resorts, and hotels, visa applications, airline reservations, embassy listings, and limousine services. Airline reservations are provided through the Amadeus global travel distribution system. Amadeus is a global provider of IT applications designs for the travel and tourism industry. Amadeus also provides the transaction processing system that allows customers to pay for flights and accommodation through Taji website.

The new system has freed up time for Taji travel agents to work on the more complicated reservations and ticketing work, information technology allows our agency to enhance our product and service offerings, provide better and modern service to our existing customers, and even reach out to new customers. The managing manager of the agency takes his responsibilities seriously and believes that taking the business online will help move the company forward.

Required

- a) State and explain five advantages of Taji travels having adopted a system
(10 marks)
- b) State and explain three key main personnel who will be involved in developing Taji travels website
(6 marks)
- c) State five security threats that are associated with business information systems and how one can prevent them
(10 marks)
- d) State four factors that Taji travels will have to consider when setting up a business system
(4 marks)

QUESTION TWO

- a) Explain the difference between data, information, and knowledge (4 marks)
- b) State and explain three qualities of information (6 marks)

QUESTION THREE

- a) Explain four factors affecting software acquisition in business organization.
(4 marks)
- b) Explain how the spiral model of systems development which can be applied to Rapid Application Development (RAD) differs from the traditional waterfall model. Which do you believe represents the best method of developing information systems?
(6 marks)

QUESTION FOUR

- a) A business has the option of developing its own system from scratch or outsource (buying the systems) from business systems developers. Explain three main reasons why a company would consider outsourcing.
(6 marks)
- b) State four information system benefits to a business.
(4 marks)

QUESTION FIVE

- a) Explain the meaning of the following terms (5 marks)
 - i. Input devices
 - ii. Output devices

- iii. Databases
- iv. Information
- v. Data

- b) There are several types of information systems, state and explain any Five examples of management information systems and their roles

(5 marks)

QUESTION SIX

- a) Define data communications hardware (2 marks)
- b) List four reasons why a company may consider having a proxy server (4 marks)
- c) Explain two data computer crimes (4 marks)