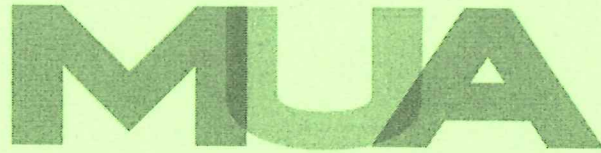


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**CERTIFICATE UNIVERSITY EXAMINATIONS**  
**SCHOOL OF MANAGEMENT AND LEADERSHIP**  
**CERTIFICATE IN BUSINESS INFORMATION COMMUNICATION**  
**TECHNOLOGY**

**CBT 103: INTRODUCTION TO BUSINESS INFORMATION SYSTEMS**

**DATE: 2<sup>ND</sup> APRIL 2025**

**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:

**ENTERPRISE RESOURCE PLANNING**

Once upon a time, two friends launched a candy wholesale business. Then, they ran into a problem: shipping melt-prone chocolate bars during summer months. After the pals designed a heat-sensitive supply chain, other food companies turned to them for help. The duo rebranded as Green Rabbit, a supply chain logistics provider specializing in fast delivery of perishable goods.

That shift in strategy tested the company's current processes, which relied on QuickBooks, Excel and email. Green Rabbit's multiple databases couldn't communicate with one another, making real-time data analysis impossible. The warehouse was often waiting on help from the IT team, too.

Green Rabbit chose NetSuite ERP, and the NetSuite professional services team got the company up and running on the system in three months. Green Rabbit now:

Helps customers ship candy, snacks and more across the country in 24 hours from one of three different warehouses, without inventory errors, delivers tens of thousands of orders per day, without delays, gets guaranteed error-free data from its ERP system, instead of risking errors from manually entered data, Could triple its order volume if desired without impact to its systems.

**Required:**

- a) State and explain the **five** advantages of using Enterprise Resource Planning System to run your business. **(5 marks)**
- b) Explain five challenges of an Enterprise resource Planning system **(5 marks)**
- c) When did Green Rabbit company realize that they needed an ERP systems **(10 marks)**
- d) Explain five roles of the professionals that offered services like the NetSuite ERP professional services team. **(10 marks)**

**QUESTION TWO**

- a) Define the term system (2 marks)
- b) State and explain the four stages in decision making (8 marks)

**QUESTION THREE**

It is important for organizations to have a dedicated team to effectively manage an IS, state and explain five roles an Information system department performs. (10 marks)

**QUESTION FOUR**

- a) State and explain any four output devices that are used in organizations (4 marks)
- b) Under levels of information, state the three levels of information (3 marks)
- c) By use of a diagram illustrate the data Transformation process (3 marks)

**QUESTION FIVE**

- a) Explain the meaning of the following terms
- i. Input devices (1 mark)
  - ii. Output devices (1 mark)
  - iii. Databases (1 mark)
  - iv. Information Infrastructure (1 mark)
  - v. Information System Architecture (1 mark)
- b) There are several types of methodologies in system development process, state and explain the **two** basic most popular methodologies. (5 marks)

**QUESTION SIX**

- a) A company is planning to install a program into its computer system. Describe five factors that the company should consider while purchasing a computer (5 marks)
- b) What is security threat? (1 mark)
- i. State the two basic principles of data security (2 marks)
  - ii. Explain what is a proxy server (2 marks)

