



STRATHMORE BUSINESS SCHOOL
BACHELOR OF SCIENCE IN SUPPLY CHAIN AND OPERATIONS MANAGEMENT
END OF SEMESTER EXAMINATION
SCM 2204: BUSINESS INFORMATION SYSTEMS IN THE SUPPLY CHAIN

DATE: Wednesday, 4th December 2024

TIME: 13:00 – 15:00

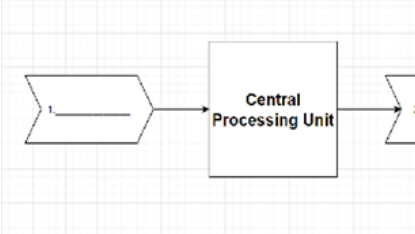
Instructions

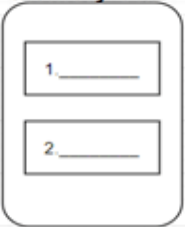
1. This examination consists of FIVE questions.
2. Answer **Question ONE (COMPULSORY)** and any other **TWO** questions.

SECTION A: (30 marks)

QUESTION ONE

(a) **Multiple Choice Questions:** *Indicate the correct option (e.g., A/B/C/D/E) or write the correct answer on the answer Booklet.* **(20 marks)**

- i). Which unit is responsible for converting the data received from the user into a computer understandable format?
a) Memory Unit
b) Processor
c) Input Unit
d) Output Unit
- ii). The only language which the computer understands is _____
a) Assembly Language
b) Binary Language
c) BASIC
d) C Language
- iii). The smallest unit of data in a computer is known as _____
a) Byte
b) Nibble
c) Bit
d) KB
- iv). Which of the following is not a function of the Input Unit?
a) It reads instructions and data from the outside world
b) It converts the data into computer acceptable format
c) It converts the data into user understandable format
d) It supplies the data and instructions to the computer for further processing
- v). Label the parts 1 and 2:

a) 1.ALU 2. MU
b) 1.Output unit 2.Input Unit
c) 1.MU 2. ALU
d) 1.Input Unit 2.Output Unit
- vi). The devices that are used to give single or multiple-colored images and drawings are known as _____
a) Monitors
b) Printers
c) Plotters
d) VDUs

- vii). A _____ monitor looks like a television and is normally used with non-portable computer systems.
- CRT
 - LCD
 - LED
 - Flat Panel Monitors
- viii). The Central Processing Unit (CPU) of a computer consists of:
- Control and arithmetic logic unit and primary storage
 - Control, clock and ROM
 - Control, clock and RAM
 - Control, ALU, RAM and ROM
- ix). Which of the following is correct?
- Data leads to information, and information leads to knowledge.
 - Knowledge leads to information, and information leads to data.
 - Data leads to knowledge and knowledge leads to information
 - None of the above
- x). Which of the following is not a correct way of acquiring software?
- Buying pre-written software
 - Ordering customized software
 - Downloading public-domain Software
 - Duplicating the software
- xi). Which of the following can change the physical structure of a document?.
- Font
 - Formatting
 - Approach
 - Debug
- xii). The two basic types of memory in a computer are _____
- Memory Unit**
- 
- Primary and major memory
 - Primary and secondary memory
 - Minor and major memory
 - Main and virtual memory
- xiii). Which of the following is non-volatile storage?
- Backup storage
 - Secondary storage
 - Primary storage
 - Cache storage
- xiv). _____ is the 'heart' of the processor which performs many different operations.
- Arithmetic and logic unit
 - Motherboard
 - Control Unit
 - Memory
- xv). _____ refer to renewing or changing computer components by increasing the main memory or hard disk capacities, or adding speakers, or modems, etc.
- Grades
 - Prosody
 - Synthesis
 - Upgrades
- xvi). In Ms. Excel, cells are identified by a combination of letters and numbers.
- True
 - False
- xvii). A _____ numeric data analysis tool allows us to create a computerized ledger.
- Word processing package
 - Spreadsheet package
 - Graphics package
 - Mathematical package
- xviii). _____ help us to see patterns.
- Spreadsheets
 - Calculations
 - Charts
 - Functions
- xix). The cell that is in use is known as _____
- Highlighted cell
 - Main cell
 - Active cell
 - Formula cell
- xx). Category of software that comprises word processing, graphics, databases etc. _____
- System software

- b) Application software
 - c) General purpose software
 - d) OS
- (b) Describe **four** qualities of good information. (4 marks)
- (c) Discuss **three** major categories of computer hardware giving an example of each. (6 marks)

SECTION B: (20 marks per question. Choose any Two)

QUESTION TWO (20 marks)

- (a) Explain at least **two** reasons why one should become computer literate. (2 marks)
- (b) Explain the difference between the following terms:
- i) Intranet and Extranet. (2 marks)
 - ii) Bit and Byte. (2 marks)
 - iii) Input and Output devices. (2 marks)
 - iv) Volatile and non-volatile memory (2 marks)
- (c) Giving an example of each, describe any **three** types of networks in data communications. (6 marks)
- (d) Jade a first-year commerce student at Strathmore University was told by her colleague Nelly to re-install the operating system on her laptop. Explain any two reasons why Nelly recommended him to reinstall the operating system. (4 marks)

QUESTION THREE (20 marks)

- (a) Business firms use Management Information System (MIS) and Customer Relationship Management (CRM) systems to achieve their strategic objectives. Explain the purpose of MIS and CRM systems in supply chain management. (6 marks)
- (b) Organizations use productivity software to manage their business. Explain, using examples, **three** major **types** of productivity software that could be used to manage a retail business. (6 marks)
- (c) Most of the information systems used in organizations use open-source operating system.
- i) Define an open source operating system, giving an example (2 mark)
 - ii) Discuss major **three** functions of the operating system. (6 marks)

QUESTION FOUR (20 marks)

- (a) Whenever people are working with computers, they get exposed to various computer risks.
- i) Define computer security risk. (1 mark)
 - ii) Discuss any **six** threats to computer security. (6 marks)
- (b) Database technology eliminates many of the problems of traditional file organization by organizing data, centralizing data and controlling redundant data. It also serves many applications and different groups at the same time.
- i) Define a DBMS (1 mark)
 - ii) Describe **three** main capabilities or tools of a DBMS. (6 marks)

- (c) In a client server architecture, describe the role of the following types of servers
- i) Print server (2 marks)
 - ii) Web server (2 marks)
 - iii) Application server (2 marks)

QUESTION FIVE **(20 marks)**

- (a) Use the worksheet below to answer the questions that follow

	A	B	C	D	E	F	G	H
1	STRATH sons & daughters	INVESTMENT CO	LTD					
2				HALF-YEARLY				
3				PERFORMANC				
4				E ANALYSIS				
4	INCOME	JAN	FEB	MAR	APR	MAY	JUN	TOTALS
5	Interest earned	25000	24000	22000	29000	24000	32000	
6	Dividend earned	27000	30000	15000	27500	30000	29000	
7	Consultancy income	184500	196000	205500	184500	201500	195600	
8	Income from other sources	125000	35000	45500	125000	23000	32400	
9	TOTAL INCOME							
10								
11	EXPENSES							
12	Consultancy Fees	20000	20563	25000	25000	22500	25000	
13	Litigation Payments	27000	17437	23500	27000	1500	23500	
14	Utilities	25000	21000	55000	24563	21000	29500	
15	Miscellaneous	20000	19500	15500	17437	19500	15500	
16	TOTAL EXPENSES							
17								
18	Profit for the Month							
19								
20	Opening Balance	20000						
21	Closing Balance							
22								
23								
24	Lowest Income							
25	Highest Income							

- i). Write a **formula** and a **function** that you would use to compute the totals for;
 - a. Jan income on cells B9. (2 marks)
 - b. Jan expenses B16 respectively. (2 marks)
 - ii). Write a function you would use to compute the interest earned from Jan-Jun. (1 mark)
 - iii). Write a formula you would use to compute the profit for the month Jan. (1 mark)
 - iv). What formula would you use to compute the closing balance (profit plus the opening balance of that month), for the month of Jan. (1 mark)
 - v). What formula would you place on cell C20 to show the opening balance (which is the closing balance of the previous month), for the month of Feb. (1 mark)
 - vi). Write a function that would be used to get the minimum income for the month of Jan. (1 mark)
 - vii). Write a function that would be used to get the maximum income for the month of Jan (1 mark)
 - viii). What feature in Ms. Excel would you use to copy the formula you placed in B9 across the range of cells C9:G9 (1 mark)
 - ix). What formatting feature has been applied to cell D2. (1 mark)
- (b) In Ms. Word you learnt how to create the table of contents. Explain the steps you used to generate the table of contents for 40 pages' document. (3 marks)
- (c) One of the functions of an operating system is to start and shut down a computer. This function has various options such as booting, warm boot, cold boot, sleep mode and shut down. Describe these terms (5 marks)