

CERTIFIED PUBLIC ACCOUNTANT

FOUNDATION LEVEL 2 EXAMINATIONS

F2.3: INFORMATION SYSTEMS

THURSDAY: 4 DECEMBER 2014

INSTRUCTIONS:

1. **Time Allowed: 3 hours 15 minutes** (15 minutes reading and 3 hours writing).
2. This examination has **seven** questions and only **five** questions are to be attempted.
3. Marks allocated to each question are shown at the end of the question.
4. Show all your workings

QUESTION ONE

New information systems quite often play a major role in the support of planning objectives of an organization. Management participation is required for better evaluation and control of new systems.

Required:

- Identify and explain three forms of competitive strategies which information technology would address. **(9 Marks)**
 - Name three tangible and intangible benefits associated with new information systems. **(6 Marks)**
 - List five ethical and societal dimensions to the development and use of information technology. **(5 Marks)**
- (Total 20 Marks)**

QUESTION TWO

- Office automation systems (OAS) support general office work for handling and managing documents and facilitating communication. Text and image processing systems evolved from word processors to desktop publishing, enabling the creation of professional documents with graphics and special layout features. Spreadsheets, presentation packages like PowerPoint, personal database systems and note-taking systems (appointment book, notepad, card file) are part of OAS.

Required:

- Discuss the dangers inherent in over-reliance on office automation systems. **(8 Marks)**
 - User involvement is critical to the success of system development. Identify at least three reasons for user resistance and possible solutions. **(12 Marks)**
- (Total 20 Marks)**

QUESTION THREE

- You are a consultant to a small business organization that is considering computerizing its entire operations.

Explain the role of the following generic systems in such an organization.

- Word processing; **(2 Marks)**
 - Spreadsheets; **(2 Marks)**
 - Database management system; **(2 Marks)**
- Discuss the cost factors that should be taken into consideration in the development, installation and operation of computer systems. **(9 Marks)**
 - Explain the technique of optical disks as a method of data storage. Give appropriate examples. **(5 Marks)**
- (Total 20 Marks)**

QUESTION FOUR

A decision must be made as to whether a proposed Online Analytical Processing (OLAP) tool should be operated by a manager directly or be operated by a business analyst on behalf of the manager.

- Explain the purpose, and describe FOUR key features, of an OLAP tool. **(10 Marks)**
 - Describe why you might recommend that the manager operates the OLAP tool. **(6 Marks)**
 - Describe why you might recommend that the business analyst operates the OLAP tool. **(4 Marks)**
- (Total 20 Marks)**

QUESTION FIVE

- a) A businessman wants to install a wireless network in his work place but he is very doubtful. He approaches you seeking technical or business advice whether to install the wireless network. Which advice can you give to convince him to go for wireless? **(15 Marks)**

Explain the business value of having an Extranet in the company. **(2 Marks)**

- b) Explain RFID and related privacy issues? **(3 Marks)**

(Total 20 Marks)

QUESTION SIX

Many governments have purposed to implement e-government strategies focusing on applications aimed at innovating and promoting transparency in public administration and democratic processes, improving efficiency and strengthening relations with citizens.

- a) What is e-government? **(3 Marks)**

- b) Discuss **three** positive impacts of e-government to the **public** and three negative impacts on the **government** **(9 Marks)**

- c) Outline **four** reasons why it is sometimes difficult to measure the impact of ICT on the public. **(8 Marks)**

(Total 20 Marks)

QUESTION SEVEN

A large international furniture manufacturer has an in-house IT department, comprising 15 full time technical development and operations support staff. This department develops and supports key business applications across a large network of servers and client workstations.

The company wants to implement a Customer Relationship Management (CRM) system, and cannot decide between:

- In-house development of a CRM system based on an existing multi-user Database Management System (DBMS) environment and associated programming languages.
- Outsourcing the development of a CRM system to a company that specialises in tailored CRM solutions using established CRM software.
- Using Software-as-a-Service (SaaS) CRM software that is made available by a cloud computing company.

Required:

Prepare a briefing paper for the senior management team that evaluates the merits of EACH of the THREE options, as stated above, for the furniture manufacturing company. List any assumptions that you make within your answer. **(20 Marks)**

End of question paper

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