

**THE INSTITUTE OF CHARTERED
ACCOUNTANTS (GHANA)**



**MAY 2010 EXAMINATIONS
(PROFESSIONAL)**

PART 1

**BUSINESS INFORMATION SYSTEMS
(Paper 1.4)**

TIME ALLOWED:

Reading & Planning	-	15 Minutes
Working	-	3 Hours

SECTION A: COMPULSORY

QUESTION 1

READ THE FOLLOWING SCENARIO CAREFULLY AND ANSWER THE QUESTIONS BASED ON THE SCENARIO

SCENARIO

SK Ltd is a manufacturing company with a very large customer base and operates branches in every region of the country.

Each branch is equipped with a personal computer (PC) local-area network (LAN) and all the branches are hooked up on a nationwide network.

The branch networks are client-server LANs and between branches, routers are used for connectivity. Customers are provided with service points from where they can make enquiries and even print their mini account statements as well as make enquiries about goods availability.

During the last few days in a month through the first week of the subsequent month, customers always have a lot of issues with the speed of the SK Ltd system.

These problems have persisted over a long period of time and the management of SK Ltd has made a firm decision to have some of the servers at the busy branches replaced with higher capacity ones.

It has also been suggested by some on the management team that rather than replace the servers the customers be allowed time-slots for certain enquiries as a means of reducing the pressure on the system during peak periods.

A team commissioned to do a feasibility study has come out with a report that supports the server replacement option.

An implementation plan submitted by the feasibility study team recommends a staged approach to the exercise, to be completed within a period of 12 months.

Answer the following questions.

- (a) During the last few days in a month through the first week of the subsequent month, customers always have a lot of issues with the speed of the SK Ltd system.
Give any **two (2)** reasons why this situation arises. **(4 marks)**
- (b) Explain any **four (4)** advantages of the client-server networks used by SK Ltd. **(16 marks)**
- (c) What is meant by 'feasibility study'? **(5 marks)**
- (d) Explain any **three (3)** reasons why it was best for the company to embark on a feasibility study. **(15 marks)**

(Total: 40 marks)

SECTION B

ANSWER ANY THREE (3) QUESTIONS FROM THIS SECTION

QUESTION 2

- a) Distinguish between computer hardware and computer software. *(8 marks)*
- b) Differentiate between application software and systems software *(8 marks)*
- c) Mention any **four (4)** accounting software in common use in Ghana. *(4 marks)*
- (Total: 20 marks)**

QUESTION 3

- a) Explain the term Management Information System (MIS). *(4 marks)*
- b) Discuss your reasons why it is essential for any organisation to make effective use of Management Information System. *(16 marks)*
- (Total: 20 marks)**

QUESTION 4

- a) In the context of information technology, what is data warehouse? *(4 marks)*
- b) Discuss **four (4)** functions of data warehouse. *(16 marks)*
- (Total: 20 marks)**

QUESTION 5

- a) What is meant by the term 'Project management'? *(2 marks)*

b) A project is defined by the following information.

Activity	Preceding Activity	Duration (weeks)
A	-	4
B	-	3
C	A	2
D	B	1
E	C	3
F	C,D	7
G	E	2
H	F,G	3
I	F,G	3
J	H	2
K	I	4
L	I	6
M	J,K	5
N	L	8
O	M	7

i) Draw a network diagram for the project activities.

(8 marks)

ii) Find the minimum path to the completion of the project and state its duration.

(5 marks)

iii) Calculate the float for activities D, E, G, H and N.

(5 marks)

(Total: 20 marks)

QUESTION 6

a) Explain the system approach to problems.

(10 marks)

b) What is meant by a system's boundary?

(10 marks)

(Total: 20 marks)

QUESTION 7

a) Explain the terms:

i) Office automation.

(7 marks)

ii) E-business.

(7 marks)

b) Describe any **two (2)** business areas where e-business makes some impact. (6 marks)

(Total: 20 marks)