

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



**NOVEMBER 2008 EXAMINATIONS
(PROFESSIONAL)**

PART 2

**MIS AND BUSINESS SYSTEMS
(Paper 2.5)**

TIME ALLOWED: 3 HOURS

SECTION A

ANSWER ANY 2 OF THE 3 QUESTIONS BASED ON THE SCENARIO

To ensure continuous operation of W2W Financial Services and to record daily transactions and produce management reports for decision making, a robust ICT Infrastructure has been set up.

This consists of a reliable Local Area Network, a storage system, antivirus software and application packages for operations.

W2W financial Services operates a mission-critical real-time system that requires 24/7 service operations and cannot afford operational downtime of their ICT Infrastructure.

Redundancy has been built into the system comprising alternate file servers, backup storage system, hot sites and cold sites after an initial Business Impact analysis had been undertaken.

The Disaster recovery Plan (DRP) designed has helped the company to maintain its customers and increase its market share due to its reliability. Customers' confidence in the services has increased. "99.9% reliability is unacceptable. We need 100% uptime. No downtime", says the Client Operating Officer (COO). This is due to the fact that W2W Financial Services has millions of transactions and thousands of customers who are accessing their accounts always.

The events of September 11, 2001 and hurricane Katrina brought the painful lesson of the need for a robust DRP. The COO has requested various levels of protection to be instituted in the DRP so as to recover all mission-critical applications and retain all data without loss.

The growth of the company essentially hangs on its ability to recover, all critical applications, including communications; hence the importance of having an Operational Disaster Recovery Plan.

QUESTION 1

- (a) Explain Disaster recovery Plan. *(8 marks)*

- (b) State **four (4)** components of the Disaster recovery Plan that W2W Financial services employed. *(4 marks)*

- (c) Explain **four (4)** benefits of the Disaster Recovery Plan to W2W Financial Services. *(8 marks)*

Total: 20 marks

QUESTION 2

- a) What are hot sites and cold sites?
(6 marks)
- b) In the Scenario, the Chief Operating Officer requested that a Business Impact Analysis be done as part of the Disaster recovery Plan.

Explain the term Business Impact Analysis.
(9 marks)
- c) List **five (5)** potential threats that may cause computer system malfunction.
(5 marks)

Total: 20 marks

QUESTION 3

- a) Explain what is meant by the term “mission-critical operation”.
(7 marks)
- b) Explain the term Real-time/On-line transaction, giving **two (2)** relevant examples.
(7 marks)
- c) State **six (6)** consequences of computer downtime to W2W Financial Services should the company fail to implement the Disaster Recovery Plan.
(6 marks)

Total: 20 marks

SECTION B

ANSWER ANY THREE (3) QUESTIONS FROM THIS SECTION

QUESTION 4

- a) What is an Operating System? *(4 marks)*
- b) Explain **four (4)** basic functions of an Operating System. *(8 marks)*
- c) Distinguish between a single-user and a multi-user operating system. *(8 marks)*

Total: 20 marks

QUESTION 5

You have just returned from an IT course on Office Automation Systems (Particularly Word Processing and Spreadsheet).

- a) Explain the main features of word processing and spreadsheet. *(12 marks)*
- b) State any **four (4)** ways in which the above ICT tool can be used to the advantage of a banking business. *(8 marks)*

Total: 20 marks

QUESTION 6

- (a) What is e-commerce? *(4 marks)*
- (b) Describe **four (4)** benefits of using e-commerce. *(8 marks)*
- (c) With the advent of e-commerce and Internet usage, state **four (4)** ways to protect corporate computers from cyber attacks leading to downtime. *(8 marks)*

Total: 20 marks

QUESTION 7

- (a) Business managers are using investments in Information Technology (IT) to directly support a firm's competitive strategies.

State **two (2)** approaches each to how Information Technology (IT) can be used to implement the five basic competitive strategies of lower cost, differentiation, innovation, promotion of growth and development of alliances.

(10 marks)

- (b) As an IT Specialist, you have been tasked to establish a reliable ICT infrastructure for your company. Numerous studies have shown that the price of a new computer is only a small part of the total cost of ownership. There are other factors to consider in the acquisition of computers.

State **five (5)** factors you will consider in the purchase of the computer for the task on hand.

(10 marks)

Total: 20 marks