CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN COMPUTER SCIENCE

COSC 103: INTRODUCTION TO COMPUTER APPLICATIONS

STREAMS: BSC   **TIME: 2 HOURS**

DAY/DATE: THURSDAY 04/11/2021   **2.30 P.M – 4.30 P.M.**

INSTRUCTIONS:
- Answer THREE questions in all. Question one is compulsory.
- Start each question on a new page.
- Electronic calculators MUST not be used

QUESTION ONE   [30 marks]

a) Explain three main driving forces behind Enterprise Resource Planning for a business organization.   [4 marks]

b) Discuss the reasons why internet should be considered as a great asset to any business entity?   [4 marks]

(c) By use of a clear diagram explain the architecture of a computer system.   [5 marks]

(d) Explain why database security is important?   [4 marks]

e)   Explain why top management support is vital for MIS project proposals.   [5 marks]

f)   "A company which refuses to engage with its customers using social media will fail within five years." Using appropriate examples, discuss the extent to which you either agree or disagree with this statement.   (5 marks)

g) Explain the following terms in relation to E-mail:

     i)   Cc;   1 mark)

     ii)   Bcc;   1 mark)

     iii)   Attachement;   1 mark)

QUESTION TWO   [20 marks]

(a) "An operating system is an interface between a user and the computer system." Do you agree with the statement? Explain the functions performed by an operating system [6 marks]

(b) Explain the difference between a file and a folder in a computer system. [2 marks]

(c) Discuss Reporting alternatives as information product provided by MIS to Managers? [6 marks]

(d) Explain the following terms:

      i) phishing   (2 marks)

      ii) Spam   (2 marks)

      iii) Animation and Transition in PowerPoint   (2 marks)

QUESTION THREE [20 marks]

(a) Discuss all types of alignments in a document [5 marks]

(b) State and explain five uses of the internet as requirement for starting an SME [5 marks]

(c) What is a network topology? Describe any two types of network topologies with a suitable diagram? [5 marks]

(d) What is virtual meeting? Explain the relevance of virtual meeting to the business sector [5 marks]

QUESTION FOUR [20 marks]

(a) Explain the advantages of database management system over file management systems [6 marks]

(b) Discuss various methods/ways /techniques an organization can put in place to protect its systems [4 marks]

(c) Describe why a word processing application is important to an organization and state any two word processing software application you would recommend for use. [2 marks]

(d) Discuss the five business models of E-commerce into detail. (5 marks)

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(e) Using relevant examples, differentiate between wired and wireless communications media (3 marks)

QUESTION FIVE [20 marks]

a)   You hear a member of the Board of your financial organisation, while in discussion with major customers, say that *"Mobile computing renders all traditional IS/IT obsolete"*.

Discuss and justify the extent to which you agree or disagree with the above statement

[7 marks]

b) Describe the uniqueness of E-commerce.   [6 marks)

c) Explain at least three cyber security issues.   (3 marks)

d) Describe at least four database security controls   (4marks)