



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

(MAIN)

FOR THE DEGREE

OF

BACHELOR OF SCIENCE IN (INFORMATION TECHNOLOGY)

COURSE CODE: BIT 222

COURSE TITLE: BUSINESS APPLICATION SOFTWARE

DATE: Wednesday 20/04/2022

TIME: 12:00noon-2:00p.m

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer TWO (2) questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over.

QUESTION ONE (30 MARKS)-COMPULSORY

- (a) State any FIVE types of business tools and briefly explain how they can be used in managing businesses. (10 marks)
- (b) Discuss the history of business software emergence . (10 marks)
- (c) Briefly explain any three critical benefits business software can bring to the businesses. (6 marks)
- (d) Business software is developed specifically for a business and therefore not easily transferrable to a different commercial enterprise. However, under certain special circumstances, transferring may be possible. Identify and explain any of such special circumstances where transferring may be possible? (4 marks)

QUESTION TWO (20 MARKS)

- (a) With the aid of a diagram, explain the three levels of management and identify the applications each level may require for their operation. (12 marks)
- (b) What is a business transaction? (2 marks)
- (c) There are many requirements on computer-based transaction processing, explain any three of such requirements. (6marks)

QUESTION THREE (20 MARKS)

- (a) Briefly explain what business software is (2 marks)
- (b) State any two ways by which business applications are built? (2 marks)
- (c) What contribution did the arrival of the internet bring to businesses (3 marks)
- (d) **Client/Server** is a term used to describe a computing model for the development of computerized systems. This model is based on the distribution of functions between two types of independent and autonomous processors; Explain the two terms exhaustively (6 marks)
- (e) The client/Server architecture is based on hardware and software components that interact to form a system. This system includes three main components: State and explain these components (7 marks)

QUESTION FOUR (20 MARKS)

- (a) Explain the following systems as applied in businesses;
1. Decision support system (DSS)
 2. Customer Relationship Management Dashboard (CRM Dashboard)
 3. Enterprise Resource Planning (ERP)
 4. Customer Relationship Analysis (CRA)
 5. Executive Information Systems
- (b) Differentiate between bespoke and user in-house applications (12 marks)
(2 mark)

- (c) Transactions need to have a few characteristics in order to be included in a TPS. State and explain any Three of these features. (6 marks)

QUESTION FIVE (20 MARKS)

- (a) Explain the following:

1. E-business
2. E-commerce
3. Web business

(6 marks)

- (b) Business applications can break when unexpected error occurs after their deployment. Explain any FIVE reasons that could make the error to occur. (10 marks)

- (c) Why is a TPS regarded as the backbone of an organization's information systems.

(4 marks)