

# UNIVERSITY OF SWAZILAND

## FACULTY OF COMMERCE DEPARTMENT OF BUSINESS ADMINISTRATION

### SUPPLEMENTARY EXAMINATION – JULY 2010

COURSE TITLE : INTRODUCTION TO BUSINESS COMPUTING  
COURSE CODE : BA 112 – FULLTIME and IDE  
CLASS : DIPLOMA IN COMMERCE  
TIME ALLOWED : THREE (3) HOURS

#### INSTRUCTIONS:

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. SECTION (A) IS COMPULSORY.

TOTAL MARKS 40

3. ANSWER ANY THREE (3) QUESTIONS FROM SECTION B.

TOTAL MARKS 60

4. THE TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS FIVE (5)

NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH  
AND FOR ORDERLY PRESENTATION

THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL INVIGILATOR HAS  
GRANTED PERMISSION

## SECTION A. - COMPULSORY

Microsoft's domination of the software industry has never been more apparent than the present times. In the past, the argument has been that there was never a company that had neither the financial nor the intellectual resources to pose any threat to Microsoft. However, of late, with the advocacy of open source software, intellectual capacity cannot be used as an excuse. Given the ease of being part of the open-source movement and its professed "openness to all", intellectual capacity should be easily available. Likewise the companies and individuals backing this movement. Pulled together, they have the financial resources previous competitors could only dream of. Regardless of these changed situations it would seem Microsoft's grip in the software market is more than stronger, regardless of its occasional mishaps in some of its software (such as the well documented Windows Vista incompatibility).

However, it has not always been like this. Microsoft started off as a player like all other players in the market. In fact when most of Microsoft's products entered the market there were already other similar, well-established products in that market. For instance its first operating system (MS-DOS) found other products such as IBM's O/S being the dominant player. Likewise Microsoft's wordprocessor and spreadsheet entered markets largely dominated by stand-alone packages Wordperfect and Lotus. Its internet explorer entered a market dominated by Netscape. All that has changed. Today, Microsoft is an undisputed world champion in software. And by the look of things, it will continue to be in the coming years, regardless of the availability of free open-source software.

### ANSWER ALL QUESTIONS

1. Given all you've covered in your course under software, what could be Microsoft's advantage over its past competitors and its current competitor? Explain, *under headings, 4 points* of advantage. (20 MARKS)
2. Mention *one open-source product* competing with Microsoft's products in the following categories;
  - a. Operating System (2MARKS)
  - b. Microsoft Office (2MARKS)
  - c. Internet Explorer (2MARKS)
  - d. Programming Software (2MARKS)
3. Open -Source software provides organizations an opportunity to exercise some choice in the software they can use. Would you recommend this choice to organizations? Provide and explain *3 reasons, under headings*, to support your answer. (12 MARKS)

## SECTION B.- ANSWER ANY 3

### QUESTION 2

One of your new clients is KNOWIT. This client company has been trying to set up a new communication system and they have the following concerns. They would like to know;

- A. If they should use message switching with synchronous transmission or should they use circuit switching with asynchronous transmission, or message switching with asynchronous or circuit switching with synchronous transmission. (5 marks)
- B. KNOWIT would also like to know why you chose the pairings that you have above (one benefit for each pairing). (10 marks)
- C. Whether fiber optics also use waves or not, and why you say so. (5 marks)

Advice KNOWIT on their concerns.

### QUESTION 3

Discuss;

- A. Two disadvantages of software suites. (10 Marks)
- B. Two advantages of fiber optics. (10 Marks)

### QUESTION 4

Explain, using relevant examples, the following concepts

- A. The difference between Source and Object Code (5 Marks)
- B. Asynchronous Transmission (5 Marks)
- C. System Software (10 Marks)

### QUESTION 5

Discuss 4 concerns one may have about networks (20 Marks)