



**SEMESTER TEST / SEMESTERTOETS 1**

MODULE CODE/KODE	ITRW 213	DURATION/DUUR	1h
EXAMINER/EKSAMINATOR	Imelda Smit	MARKS/PUNTE	30
MODERATOR	Dr Roelien Goede	DATE/DATUM	29-02-2011
		TIME/TYD	9:30

**MEMORANDUM**

**Answer all the questions. / Beantwoord al die vrae.**

**Question 1/ Vraag 1**

**[6]**

Regarding the job of a systems analyst:

Use a table with two columns:

- List the skills you feel are important for an analyst on the left-hand side. Focus on the four most important ones.
- List your strongest skills on the right-hand side. Focus on the four most important ones.
- Map the two sets of skills.

Do you think you have enough skills in common with analyst to be a good one?

*Die stelselontledingsberoep het betrekking:*

*Gebruik 'n table met twee kolomme:*

- *Lys die vaardighede wat u voel belangrik is vir 'n ontleder aan die linkerkant. Fokus op die vier belangrikstes.*
- *Lys jou sterkste vaardighede aan die regterkant. Fokus op die vier belangrikstes.*
- *Beeld die twee steele vaardighede op mekaar af.*

*Dink jy dat jy genoeg vaardighede in gemeen met 'n ontleder om 'n goeie een te wees?*

**Answer:**

p 11-15 (SA), also refer to assignment 1.

Analyst (✓✓)	Self (✓✓)	Mapping? (✓)	Answer (✓)
Working knowledge of IT Computer programming			
Business processes Problem solver			
Interpersonal skills Communication skills			
Flexibility Adaptability			
Character Ethics			

**Mark allocation:**

See allocated marks.

**Question 2/ Vraag 2**

**[8]**

The following are examples of ATM Stakeholders. Can you identify which category each belongs to?

Die volgende is voorbeelde van OTM insethouer. Kan jy identifiseer aan watter kategorie elkeen behoort?

- Bank customers / Bankkliënte
- Representatives of other banks / Verteenwoordigers van ander banke
- Bank managers / Bankbestuurders
- Counter staff / Toonbankpersoneel
- Database administrators / Databasisadministrateurs
- Security managers / Sekuriteitsbestuurders
- Hardware and software maintenance engineers / Apparatuur en Programmatuur onderhoudsingenieurs
- Banking regulators / Bankreguleurs

**Answer:**

p7-16 Applied to an example

- Bank customers / Bankkliënte: External system users ✓
- Representatives of other banks / Verteenwoordigers van ander banke: External system users ✓
- Bank managers / Bankbestuurders: Internal system users ✓
- Counter staff / Toonbankpersoneel: Internal system users ✓
- Database administrators / Databasisadministrateurs: System designers (not builders) ✓
- Security managers / Sekuriteitsbestuurders: System builders ✓
- Hardware and software maintenance engineers / Apparatuur en Programmatuur onderhoudsingenieurs: External service providers ✓
- Banking regulators / Bankreguleurs: External service providers ✓

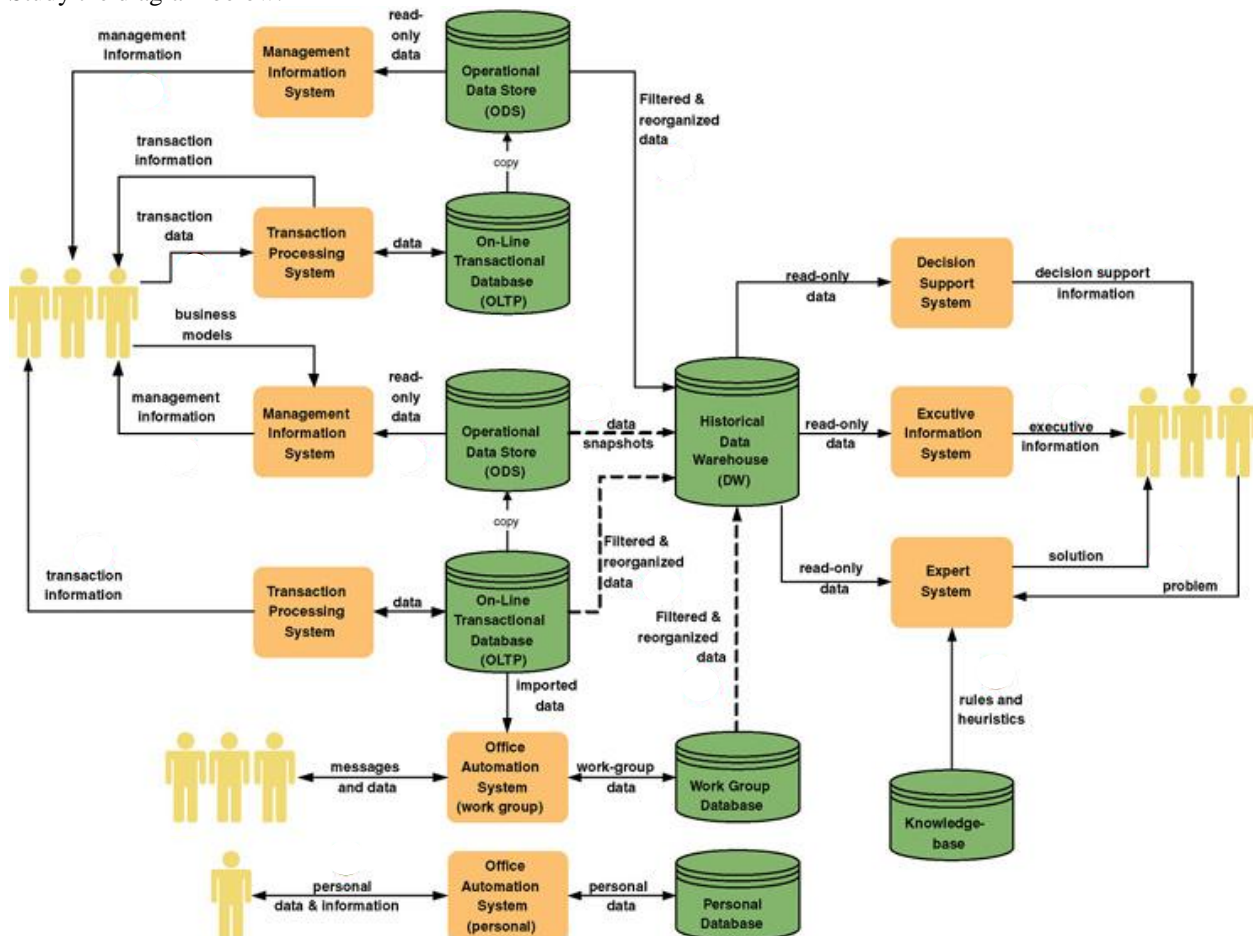
**Mark allocation:**

See allocated marks.

### Question 3/ Vraag 3

[8]

Study the diagram below:



Now answer the following questions:

3.1 You studied 7 types of information systems, 6 are depicted in the picture. Identify them. / Jy het 7 tipes inligtingstelsels bestudeer, 6 word in die prentjie verteenwoordig. Identifiseer hulle.

**Answer p6-7**

TPS – transaction processing system, MIS – management information system, DSS – decision support systems, EIS – executive information systems, ES – decision support systems, OAS – office automation systems. ✓✓✓

3.2 Which one is not obviously represented? / *Watter een word nie ooglopend verteenwoordig nie?*

**Answer p6-7** Communications and collaboration system. ✓

3.3 Can you draw the missing system on the drawing? / *Kan jy die verlore stelsel op die prentjie teken?*

**Answer p45** It is already there, OAS (work group) where messages (communication) and data (collaboration) can be sent. ✓

3.4 Can you distinguish why some systems use read-only data and others not? / *Kan jy onderskei waarom sommige stelsels lees-alleenlik data gebruik en ander nie?*

**Answer p45-46** Lower level systems use databases (TPS-OAS-C&CS), while higher level systems obtain their data from the low level ones in the form of a data warehouse and is not “live” (MIS-DSS-EIS-ES). ✓✓

3.5 Why does an expert system use a knowledge base and not a data base? / *Waarom gebruik ‘n kundige stelsel ‘n kennisbasis en nie ‘n databasis nie?*

**Answer p46** Expertise are stored in the form of rules and heuristics. ✓

**Mark allocation:**

See allocated marks.

**Question 4/ Vraag 4**

**[8]**

The PIECES Framework was developed by James Wetherbe as a means to classify problems. Identify the categories, then categories the following problems using the PIECES framework.

*Die PIECES Raamwerk is deur James Wetherbe ontwikkel sodat problems geklassifiseer kan word. Identifiseer die kategorieë en kategoriseer dan die volgende problem deur die PIECES Raamwerk te gebruik.*

- 4.1 Duplicate data is stored throughout the system. / *Duplikaatdata word regdeur die stelsel geberg.*
- 4.2 There is a need to port an existing application to PDA services. / *Daar is ‘n behoefte om ‘n bestaande toepassing na PDA dienste oor te dra.*
- 4.3 Quarterly sales reports need to be generated automatically. / *Kwartaallikse verkoopsverslae moet outomaties gegenereer word.*
- 4.4 Employees can gain access to confidential portions of the personnel system. / *Werknemers kan toegang verkry tot konfidensiële gedeeltes van die personeelstelsel.*
- 4.5 User interfaces for the inventory system are difficult and confusing, resulting in a high frequency of incorrect orders. / *Gebruikerkoppelvlakke vir die voorraadstelsel is moeilik en verwarrend en het ‘n hoë frekwensie van foutiewe bestellings tot gevolg.*

**Answer:**

p 78 Applied to an example

The categories of problems are performance, information and data, economics (costs and profits), control or security, efficiency of people and processes, and service to stakeholders. ✓✓✓

- 4.1 Information, Efficiency or Control ✓
- 4.2 Information or Economics or Services ✓
- 4.3 Efficiency ✓
- 4.4 Control ✓
- 4.5 Efficiency, Information, Service and possibly Control ✓

**Mark allocation:**

See allocated marks.