Revision Questions

Question 1

1.1 What is Enterprise Resource Planning (ERP)? (4 Marks)

1.2 Briefly explain any three benefits of having an Enterprise Resource Planning (ERP) system in an organisation. (6 Marks)

Question 2

With the aid of your own example organisation, discuss what a transaction processing system is and the benefits of having one. (10 Marks)

Question 3

3.1 Define e-commerce. List and describe the three categories of electronic commerce as defined by the participants in the transactions. Give an example of each one. (4 Marks)

3.2 Compare and contrast the traditional business with electronic commerce in the travel and tourism business. (6 Marks)

Study the scenario and complete the question(s) that follow:

The web will increasingly influence our safety and wellbeing

It is all too easy to think of the web or the internet as being some virtual place, separate and distinct from the real world. However, we already know that this is not true. The internet has material impact on our real-world wellbeing, both for good and bad. On the one hand, the internet can enable elderly people to be supported and monitored in their own homes, improving their quality of life. It can support professionals in high-risk environments with automation or improved intelligence to save lives. The emergence of a new communications standard, 5G, with reduced 'latency' will enable real-time remote control in situations never possible before, such as remote surgery or control of research equipment around delicate coral-reefs.

But we are also seeing the real-world impacts that can occur when things go wrong online, whether by accident or by design. Identity theft and child safety are topics with which most of us are familiar. However, we are becoming aware of greater risks and potential risks that are emerging. An estimated 50 billion devices will be connected to the internet over the coming years. These are fridges, cars, drones, planes, oil pipeline valves, teddy bears… everything we can imagine. The boundary between the physical and digital will continue to blur…

Source: O'Halloran, D (2019), [Online] https://www.weforum.org/agenda/2019/03/four-ways-the-web-has-changed-our-lives-and-will-shape-our-future/ [Accessed on: 02022021]

Question 4

4.1 What do you understand by the term WWW? (3 Marks)

4.2 Explain from your understanding the use of hypertext links in internet access. (4 Marks)

4.3 Explain the following web enabled services with regards to time saving, user convenience and quality factors:

a. Education and training   (5 Marks)

b. Healthcare   (5 Marks)

Study the scenario and complete the question(s) that follow:

Building a Successful B2B Web Site

Your company operates a single store outside Atlanta, Georgia that sells nearly $50 million in maintenance, repair, and operations (MRO) supplies each year. Any product that is used in the manufacturing process, but that isn't incorporated into the product itself, can be classified as MRO, including consumables like cleaning supplies used to clean production machinery, supplies that are used to support operations, and office supplies and small equipment like fans and compressors. Your customers are mainly professional buyers who work for one of the many manufacturing companies in the area. They buy items based on annual purchase contracts negotiated with your company's sales reps. Your company is keenly interested in building a Web site to enable it to reach customers nationwide. The firm tried entering e-commerce a few years ago but the venture was a failure. The Web site was poorly designed so that customers found it difficult to use and the technology selected proved to be unreliable with the Web site crashing for a few hours every week. A small group of employees is working with an experienced Web designer to design the new Web site.

Source: Stairs & Reynolds (2018)

Question 5

5.1 Why would creating a new B2B Web site for maintenance, repair and operations (MRO) be a good decision? Provide five reasons and justify them.   (10 Marks)

5.2 Discuss the functions of an e-payment system in an e-commerce environment. (3 Marks)