

Ollscoil na hÉireann, Gaillimh

National University of Ireland, Galway

Summer Examinations 1999/00

FIRST YEAR COMMERCE (EVENING)

ENTERPRISE DEVELOPMENT AND MANAGEMENT

Computers in Business

Professor R. O'Callaghan

Professor S. Collins

Dr. W. Golden

Time Allowed: Three Hours

Candidates are required to answer **FOUR** questions

All questions carry equal marks

Question 1

The capabilities of technology are continually expanding. With such developments come new opportunities to create innovative user interfaces for business applications.

Discuss this statement. In your answer you should outline and discuss some of the main input and output devices, which make up the **user interfaces** that are used in business applications.

Question 2.

The owner of a small retail shop has asked for your advice. She believes that it might be time for the business to buy a computer. However, she is unclear on exactly what a computer might be able to do for her business.

She wants you to prepare a report for her, which outlines the main uses to which she might put the computer. In particular your report should outline and discuss the main types of **software** that you believe would be useful to her business.

You are required to prepare the report.

Question 3

A manager of a small firm is unfamiliar with the data communications and network architectures used by computers. He has asked you to prepare a report that outlines the main issues in this area.

You are required to prepare the report on **data communications and networks architectures**.

Question 4

As technology has improved the role of information systems in organisations has changed. In organisations today many types of information systems are used.

Outline the evolution of **information systems in organisations** and specifically how such systems are used to facilitate decision-making.

Question 5

Computer hardware is continually getting better. Such improvements provide businesses with new and changing opportunities to use computer hardware as part of their information systems.

Discuss this statement. In your answer you should outline the history of computing **hardware** in business, and discuss what potential you believe that new hardware systems currently being designed have for business.

Question 6

The structure of today's organisations is radically different to their predecessors. Such change has been facilitated by the use of IT.

Discuss this statement. In your answer you should outline how techniques such as Business Process Re-engineering and Total Quality Management have enabled IT to contribute to such organisational change.