

# THE INSTITUTE OF BANKERS OF ZIMBABWE

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<b>INTERMEDIATE LEVEL</b>	
SUBJECT	INFORMATION TECHNOLOGY
DATE	23 OCTOBER 2017
TIME	3 HOURS
MARKS	100
EXAM TYPE	CLOSED BOOK

## **INSTRUCTIONS TO CANDIDATES**

1. Read the instructions **CAREFULLY** before answering the paper
2. This examination has two Sections A and B
3. Answer both questions in Section A and any three (3) of the four questions in Section B
4. All questions carry equal marks
5. Start each question on a fresh page
6. Please number your answers
7. Please be neat – illegible handwriting cannot be marked
8. Use black or blue ink
9. Ensure that all information on the cover of your answer book is completed in full.
10. Cheating is not allowed. If anyone is caught cheating, disciplinary measures will be taken by the Institute of Bankers.

**GOOD LUCK !**

## SECTION A

### QUESTION ONE

- a. Explain the following terms:
  - i. Driver
  - ii. Internet
  - iii. Intranet
  - iv. Application software
  - v. Operating system {10}
- b. State and explain any four important factors you would use in evaluating computer hardware. {8}
- c. What are the advantages of using a fiber optics cable over a twisted pair? Give two. {2}

### QUESTION TWO

Bank ABC has experienced loss of property and data over the past month. Suspicion is that there is a lack of physical security. What measures would you put in place to ensure this problem does not persist? Cite both physical and electronic security measures. {20}

## SECTION B

### QUESTION THREE

- a. Give five IT related problems and suggest a solution to each problem of an always overcrowded banking hall? {10}
- b. What is the relationship between Database Management Software and networks? {5}  
A DBMS operates on a network. (*Elaborate as necessary*)
- c. The hybrid network topology has advantages over the star topology. Discuss. {5}

## QUESTION FOUR

- a. What is an information system? {2}
- An information system is a software system to capture, transmit, store, retrieve, manipulate, or display information, thereby supporting people, organizations, or other software systems.
- b. State and briefly explain any four functions of a management information system. {8}
- c. Name and define five (5) characteristics of valuable information for decision making? {10}

## QUESTION FIVE

- a. What is data flow? {2}
- b. What is a flow chart? {2}
- c. What is a data flow diagram and what is it used for? {5}
- d. State any three advantages of using data flow diagrams over technical descriptions. {6}
- e. State any three benefits of using flow charts. {5}

## QUESTION SIX

- a. Give three merits of wireless networks over wired networks. {6}
- b. Give any four advantages of telecommunications in a banking sector. {4}
- c. Clearly distinguish between telecommuting, teleconferencing, and videoconferencing.
- i. Telecommuting
  - ii. Teleconferencing
  - iii. Videoconferencing {6}
- d. Describe briefly the chief ways in which personal data can be protected from access by unauthorized people. {4}