



ICT2641

January/February 2010

BUSINESS INFORMATICS 2A

Duration 2 Hours

100 Marks

EXAMINERS .
FIRST
EXTERNAL

MS R VORSTER
MR LJ PRETORIUS

Use of a non-programmable pocket calculator is permissible

This examination paper consists of three (3) pages

INSTRUCTIONS

1. Answer all the questions
2. All rough work must be done in the answer book
3. The mark for each question is given in brackets next to the question
4. Please answer the questions in order. If you want to do a question later, leave a blank space for it

[Turn over]

QUESTION 1**[9]**

- 1.1 What is the 'golden rule' of the breakthrough methodology? (2)
- 1.2 When you as a change agent apply the golden rule, what would this mean for you as an IT business analyst? (7)

QUESTION 2**[20]**

Gap analysis can be used to assess a business's performance in meeting customer needs. Gap analysis is the study of the customers' satisfaction with the business's product or service compared to their expectations, and it involves three steps. What steps are being referred to?

QUESTION 3**[34]**

The following figures were taken from the statements of Foreign Developers.

Owner's equity	R5 200 000
Long-term loans:	R2 800 000 @ 15% interest
Current liabilities (creditors plus overdraft):	R2 000 000
Fixed assets (land, buildings, plant & equipment)	R2 300 000
Current assets (stock plus debtors):	R7 700 000
Annual sales:	R6 700 000
Cost of sales:	R3 400 000
Operating expenses:	R500 000
Tax rate	40%
Owner expects 35% on his investment	

- 3.1 Prepare a simple balance sheet and income statement (assume for cash).

(26)**[Turn over]**

Question 3 Continued

3.2 Using the financial statements that you compiled for question 3.1, calculate the following:

- 3.2.1 ATO# (3)
- 3.2.2 ROS % (3)
- 3.2.3 ROAM (3)

QUESTION 4 [15]

Read through the following conversation between the business analyst and the client:

Analyst to client: "I need to form a clearer picture of your problem. I propose a survey of your situation after which I will provide you with my insights. The survey will highlight what we need to do. My team and I can then implement the technology solution."

- 4.1 What analyst role can be derived from the above conversation? (3)
- 4.2 Explain the characteristics of this role. (5)
- 4.3 List the advantages and disadvantages of this role. (7)

QUESTION 5 [20 x ½ = 10]

One vital aspect of understanding the client's business is the business demographics. Explain this statement by referring to the factors that determine how the business operates or functions.

QUESTION 6 [12]

To implement the three consulting stages successfully, the business analyst has to be aware of the design characteristics of the process every step of the way. What are the most distinctive qualities of the analyst consultation process?

TOTAL: 100