

**ICT2641**

May/June 2012

BUSINESS INFORMATICS 2A

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

SECOND

MS SR VORSTER

MRS ID SCHOLTZ

Use of a non-programmable pocket calculator is permissible

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This examination paper consists of four(4) 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**[4]**

Accurate and useful information is crucial in the functioning of any organization. Why is collection and usage of information sometimes problematic?

QUESTION 2**[15]**

An organization's financial success is directly proportional to meeting its customers' needs. Which analysis method can the business analyst use to determine if the customer needs are met? In your discussion of this analysis method you also need to mention and discuss the different steps in this method.

QUESTION 3**[18]**

- 3.1 Why do business analysts require multiple competencies in solving complex problems? (4)
- 3.2 Indicate the different competencies and skills which business analysts require to function effectively. (14)

QUESTION 4/....**[TURN OVER]**

[28]

Owner's equity	R 550 0000
Long-term Loans	R 3 050 000 @ 21% interest
Current liabilities (creditors plus overdraft)	R 2 000 000
Fixed assets (land, building, plant and equipment)	R8 050 000
Current Assets (stock plus debtors)	R2 500 000
Annual Sales	R3 800 000
Cost of Sales	R2 130 000
Operating Expenses	R120 000
Tax Rate	45%
Owner's Expected return on his investment	26%

- | | | |
|-------|--|------|
| 4 1 | Compile a simple balance sheet and income statement (queue for cash) | (19) |
| 4 2 | From the financial statements that you have compiled in question 4 1,
Calculate | |
| 4 2 1 | ATO# | (3) |
| 4 2 2 | ROS% | (3) |
| 4 2 3 | ROAM | (3) |

QUESTION 5/...

[TURN OVER]

QUESTION 5**[26]**

One of the organizational obstacles or flaws which derail the consulting process is that the solution provided by the consultant are determined by the consultants expertise or product and not in terms of the results which the client hopes to achieve. There are five (organizational obstacles) flaws that derail the consulting process. What flaws are being referred to? Discuss the flaws and obstacles by means of examples.

QUESTION 6**[6]**

What methods can the business analyst utilize to help a client expand or multiply the successes of a project?

QUESTION 7**[3]**

The analyst consulting process consists of three stages. List the 3 stages in order.

TOTAL: 100

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