



Private & Confidential

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BGN1303 IT Application in Service Environment**
Semester & Year : January – April 2017
Lecturer/Examiner : Mr Vijayan Vengadasallam
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Answer ALL SIX (6) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : Answer ALL TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer all **SIX (6)** questions. Write your answers in the Answer Booklet(s) provided.

1. (a) Briefly describe the following terms:

- i. Input device
 - ii. Output device
 - iii. System Unit
 - iv. Processor
 - v. Memory
- (5 marks)

(b) Describe **FIVE (5)** disadvantages of using computers. (5 marks)
(Total: 10 marks)

2. Briefly discuss examples of computer usage based on **FIVE (5)** categories of users. (10 marks)

3. (a) Differentiate Random Access Memory (RAM) and Read Only Memory (ROM). (5 marks)

(b) What are the **TWO (2)** widely used monitors nowadays? Which one is better and why? (5 marks)
(Total: 10 marks)

4. (a) Identify any **FIVE (5)** functions of operating systems. (5 marks)

(b) Describe wireless transmission. List **FOUR (4)** factors that might decrease wireless signals. (5 marks)
(Total: 10 marks)

5. (a) Describe **THREE (3)** types of network topologies with diagram illustrations. (6 marks)

(b) Explain the components needed for a successful computer communications. (4 marks)
(Total: 10 marks)

6. (a) Outline **FIVE (5)** benefits of e-commerce to you as a consumer. (5 marks)

(b) Outline **FIVE (5)** benefits of e-commerce to organisations. (5 marks)
(Total: 10 marks)

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer all **TWO (2)** questions. Write your answers in the Answer Booklet(s) provided.

1. Green computing is defined as reducing electricity and environmental waste while using computer. Suggest and discuss ways to contribute towards green computing.
(20 marks)

2. The Internet is so popular nowadays that almost anyone uses it. It is accessible by almost any person who tries to connect to one of its central, main networks. Moreover, it can be accessed by users of any age and condition. Discuss the positive and negative effects of the Internet on society.
(20 marks)

END OF EXAM PAPER