



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

Faculty of Engineering and Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY YR 2 SEM II

HIGHER DIPLOMA IN COMPUTER STUDIES – HDIP 2K 9A

EIT 3208: BUSINESS SOFTWARE IMPLEMENTATION

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST/SEPTEMBER 2011

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

Answer booklet

Answer question ONE (COMPULSORY) in section A and any other TWO questions from section B

This paper consists of **THREE** printed pages

SECTION A (30 marks)

Question 1 (Compulsory)

- a) State the difference between **Off Shelf** AND Proprietor software products and give an example in each case (4 marks)
- b) State **THREE** major aspects of Process Quality Management (3 marks)
- c) Describe the following business software and give an advantage and disadvantage of each
 - i) ERP
 - ii) CRM
 - iii) Accounting software

(6 marks)

- d) Discuss **THREE** factors that influence software group communications (3 marks)
- e) State **THREE** main aspects of **Software Cost Estimation** (3 marks)

(4 marks)

- f) State and explain any **FOUR** factors that affect software pricing
- g) What factors do you consider when purchasing a software for an organization (7 marks)

SECTION B (40 marks)

Question 2 (20 marks)

- a) Define the following
 - (i) Software
 - (ii) Software Process
 - (iii) Quality Assurance

(6 marks)

- b) Distinguish between the following software terms
 - (i) Software Process Quality and Software Product Quality (2 marks)
 - (ii) Software Engineering and Computer Science (2 marks)
 - (iii) Systems Engineering and Software Engineering (2 marks)
 - (iv) Software Product Standards and Software Process Standards (2 marks)
- c) State **ONE** advantage and **ONE** disadvantage of Component Re-use in software engineering (2 marks)
- d) State and briefly explain any **TWO** planning documents drawn up by project managers during Software Development Life Cycle (4 marks)

Question 3 (20 marks)

a) Define the term Software Validation and Verification (2 marks)

b) Explain any **TWO** advantages of software inspection over software testing (4 marks)

c) State and explain the major components of a Test Plan (14 marks)

Question 4 (20 marks)

a) Define the term **Quality Plan** (1 mark)

b) State and describe the components of a **Software Quality Plan** (10 marks)

c) As a, "**Quality Assurance**", manager discuss some of the methods you would adapt to ensure that software developers do not reject software development standards (9 marks)

Question 5 (20 marks)

a) Define the term **Software Process** Iteration (2 marks)

b) State any **THREE** software process activities (6 marks)

c) Distinguish between **Dynamic** and **Static** Software Metrics (4 marks)

d) Discuss the major stages in **Component Based** software engineering (8 marks)