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)

f) State and explain any **FOUR** factors that affect software pricing (4 marks)

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)