

1. Select the correct answers (10 marks)

a. Which of the following must exist in every business?

- i. Value creation processes
- ii. Value delivery processes
- iii. Outsourced processes
- iv. ERP/CRM

b. Effective information systems:

- i. Increase the life of the company
- ii. Capture a lot of information
- iii. Ensures that the respite time increases
- iv. Ensures that the response time increases

c. Which of the following can any business survive without?

- i. Foreign direct investment
- ii. Business Model
- iii. Information Systems
- iv. Business Application

d. What is the key information of any process needed by business?

- i. The response time of the process
- ii. The revenue and expenditure
- iii. The details of every transaction
- iv. The respite time of the process

e. Which of the following are prerequisites of an Information System to ensure delivering a value to the customer?

- i. Fast response time
- ii. High efficiency
- iii. Feedback to allow course correction
- iv. High respite time

2. Answer any 2:

- a. Describe the business model of any sector using Osterwalder templates. (10 marks)
- b. State any three principles of design that ERP systems fail to address and explain the consequences. (10 marks)
- c. List at least three indicators to benchmark Business Models. Explain the effectiveness of each in creating enduring success. (10 marks)
- d. List the business applications that you would build to support a business model. Explain your reasons in short. (10 marks)