

3. Briefly describe **TWO (2)** types of modeling that can be used to document findings obtained during systems analysis. **(2 marks)**

4. Distinguish between vertical market software and horizontal market software. **(2 marks)**

5. List any **THREE (3)** criteria for evaluating interview questions. **(1.5 marks)**

6. Give **FOUR (4)** ways for testing and evaluating vendor proposals. **(2 marks)**

7. Give **ONE (1)** advantage and **ONE (1)** disadvantage each for Direct Conversion and Parallel Conversion during the Implementation Phase of the SDLC. **(2 marks)**

8. List the activities which take place during the Support Phase of the System Development Life Cycle. (2 marks)

9. Give TWO (2) characteristics each for any THREE (3) types of databases. (3 marks)

10. What content criteria will you need to consider when deciding to build a database? (3 marks)

11. Match a document supplier type on the left with a document supplier to the right by drawing a line linking the two. (1.75 marks)

- | | |
|-------------------------------------------------------|----------------------------------------|
| (a) General commercial document delivery services | DIALOG |
| (b) Specialized commercial document delivery services | British Library |
| (c) Publishers | NYPL Express |
| (d) Database providers | National Technical Information Service |
| (e) National Library Collections | Ebsco |
| (f) Fee based services | Infotrieve |
| (g) Information brokers | Springer |

12. Which FIVE (5) criteria would you consider most important when selecting a document supplier, and why? (2.5 marks)

13. Give **FIVE (5)** major benefits of digital libraries. **(2.5 marks)**

14. List the functional components of a digital library. **(1.75 marks)**

15. Identify any **FIVE (5)** types of software needed to digitize documents, stating the purpose of each. **(2.5 marks)**

16. List the steps for planning and implementing a digital library collection development project. **(3 marks)**

17. Identify the different phases of the digitizing process, briefly indicating what occurs in each phase. **(3 marks)**

23. Give **ONE (1)** characteristic of each of the **THREE (3)** different types of documentation. **(1.5 marks)**

24. Write brief notes on any **ONE (1)** network management issue pertaining to local area networks. **(2 marks)**
