

CYCLE: SECOND CYCLE

SERIES: COMPUTER SCIENCE

GENERAL EDUCATION/TECHNICAL EDUCATION

Section I

QUESTIONS: (6mrks)

1. Define
 - 1.1. Information Technology System
 - 1.2. Computer Science System
2. Give the elements of an Information Technology System and those of a Computer Science System.
3. The complexity of the management of Database depends of:
 - 2.1. The number of inputs in the databases
 - 2.2. The number of outputs
 - 2.3. The of Databases in the enterprise
 - 2.4. The software of databases management

II. SURVEY OF CASE: CIBC (14mrks)

The customer presents himself at the branch of CIBC and meets an agent for the opening of an account. He must present two proofs of identity with picture, to provide his personal information, a specimen of signature and must choose his/her type of account (check or saving). The agent will hand him a first booklet of checks if he need.

In the case of an account of check, a copy of information is sent to a supplier who will send him/her booklets of checks personalized.

The customer can go thereafter to a ticket window or to a case to make his/her operation on his/her account (deposit, withdrawal, Infos on the balance)

At the end of the month, the bank is going to give out a summary of the transactions that will be sent to the customer by the post office. This operation is achieved by the service to the clients (list of the transactions, dates, final balance).