

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**University Village, 91 Cadastral Zone, Nnamdi Azikwe Expressway, Jabi, Abuja**

**FACULTY OF SCIENCE**

**DEPARTMENT OF COMPUTER SCIENCE**

**COURSE CODE: DAM 382**

**COURSE TITLE: INFORMATION SYSTEM MANAGEMENT**

**CREDIT: 3 Units**

**TIME ALLOWED: 2 ½ Hours**

**INSTRUCTION: Answer Question ONE (1) and any other FOUR (4) QUESTIONS**

1a) Briefly explain tacit knowledge and how it can be accessed in the work environment.

***(3 marks)***

b) Define e-business and enumerate the types of e-businesses you know. ***(3 marks)***

c) (i) Discuss the three (3) basic security concern in e-business and their remedies. ***(6 marks)***

(ii) Discuss the two common methods of encrypting messages. ***(2 marks)***

d) Differentiate between information management and knowledge management. ***(3 marks)***

e) (i) Enumerate seven (7) approaches that CIOs are using to understand business and its environment ***(2 marks)***

**(ii)** Define the following: (1) Optimization problem (2) Mathematical programming (3.) Integer program. ***(3 marks)***

2a) Enumerate the principles to be followed when establishing a model of information system management.  ***(2marks)***

b) Differentiate between procedure-based activities and knowledge-based activities. ***(3 marks)***

c) (i) What is the mission for information systems? ***(3 marks)***

(ii) Briefly discuss four (4) types of legal protection of intellectual property. ***(4 marks)***

3a) (i) Define the term *intranet*, and state what is required to build one. ***(1½ marks)***

(ii) State the advantages of intranet in business enterprises. ***(1½ marks)***

(iii) Briefly discuss the basic challenges in managing intranet in companies and how to

mitigate them.

***(2 marks)***

b) (i) Briefly discuss the potential problems in selling products online.  ***(3 marks)***

c) Define the term *electronic data interchange* (EDI) and differentiate between traditional and internet-based EDI. ***(4 marks)***

4a) Write a short note on the following:

(i) Database management system (DBMS) (ii) enterprise resource planning (ERP) system (iii) Middleware (***3 marks)***

b) (i) Explain the term *application service providers (ASPs)*. (***1 mark)***

(ii) Briefly discuss four (4) categories of application service providers (ASPs). (***3 marks)***

(iii) State the advantage(s) and disadvantage(s) of ASPs. (***1 mark)***

c) Define what is meant by a *project* and briefly discuss five (5) tips for a good project

management. (***4 marks)***

5 a) (i) Explain the term *data dictionary* and state its functions. ***(3marks)***

**b)** (i) Explain the term *data model,* and discuss four main data models that are in use today.

***(4 marks)***

**(ii)** Briefly explain the term *data warehousing.* ***(2 marks)***

**c)** Briefly discuss three (3) issues encountered in information management. ***(3 marks)***

6a) (i) What are operational measures? ***(1 mark)***

(ii) Briefly discuss three (3) ways of improving system operations. ***(3 marks)***

b) Discuss the pillars according to RSA that make up today’s security technique.

***(4 marks)***

c) Discuss four (4) approaches that companies can use internal resources for disaster recovery.

***(4 marks)***