1.   **(a).** Describe an Electronic Mail and identify two components? **(4mks)**
    (b). Highlight any six (6) limitations of Internet **(6mks)**
    (c). State five(5) main functions of top management **(5mks)**
    (d). State any five (5) major problems of MIS **(5mks)**
    (e). Explain the following concepts: Terminal and Teleprocessing **(5mks)**

2.   **(a).** Differentiate between Data, Information and Instruction **(6mks)**
    (b). Explain the following concepts Database and Decision Support Systems **(5mks)**
    (c). Enumerate any four (4) factors to be considered for a good MIS **(4mks)**

3.   **(a)**. With proper illustration show the division of information supplied by MIS and state the importance of the divisions. **(5mks)**
    (b). State the three (3) main advantages and (3) disadvantages of formal method of disseminating information **(6mks)**
    (c). Highlight four (4) functions of top management **(4mks)**

4.   **(a)**. List any five {5)criteria that must be met for an interactive computer-based system to exist **(5mks)**
    (b). Explain the concept of Expert system and mention its two major components. **(4mks)**
    (c). List any twelve (12) notable technologies present today in offices and organisations **(6mks)**

5.   **(a).** Discuss any five (5) main threats to a computer **(10mks)**

    (b). Explain the terms: "computer security" and "passwords". **(3mks)**
    (c). What is an encryption? **(2mks)**