



National Open University of Nigeria
Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi- Abuja
Department of Arts and Social Sciences Education
Faculty of Education

2021_2 Examination

Programme: B.Sc. (Ed.)

Course Code: BED313

Course Title: Office Information Technology

Credit Unit: 2

Time Allowed: 2 Hours

Instruction: Answer Question 1 and Any Other Two Questions

- 1a. Define the concept of 'Rapid Application Development' (RAD). **(5 marks)**
- b. Discuss five situations when RAD is appropriate **(15 marks)**
- c. What are the six (6) merits and four (4) demerits of Sales Force Automation (SFA) **(10marks)**

2. Explain any four of the following terms:

- i. IT support technician
- ii. Voice Mail
- iii. An ISDN connection
- iv. Do-it-yourself Service
- v. Sales Force Automation **(20Marks)**

- 3a. What is System Security? **(4 Marks)**
 - b. Enumerate three (3) types of loss which an organization computer system might suffer. **(6 Marks)**
 - c. Examine five areas the person responsible for supervising/managing office automation projects should to be knowledgeable **(10 Marks)**
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- 4a. What does ISMS acronym stands for? **(2 Marks)**
 - b. Highlight any eight (8) information to be included in ISMS documentation **(8 Marks)**
 - c. Point out five (5) typical services Information Centre (IC) provides **(10 Marks)**