



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

14/16, Ahmadu Bello Way, Victoria Island

**SCHOOL OF SCIENCE AND TECHNOLOGY**

**October, 2013 Examination**

**Course code:** DAM 382

**Course title:** Information Systems Management

**Credit unit:** 3 credit units

**Time Allowed:** 3 Hours

**Instruction:** Answer any four (5) questions. Each question carries 14marks.

1. a) Briefly in not more than 15 lines, explain how a company can realize the benefits of an ERP system.  
(10marks)  
b) List the 4 main functions of data administration.  
(4marks)
2. a) A bank notices that a series of fraudulent transactions are being carried out by an anonymous individual on their system. You are contracted to provide a suggestion to solve this problem. Give the industry name for this security concern and your proposed suggestion in not more than 15 lines.  
(10marks)  
b) List 4 legal and ethical issues of which e-business managers must be aware.  
(4marks)
3. Kofi Companies Ltd just created an intranet service for its employees. However they are unable to choose between central control which will provide the firm with greater data management and decentralized control which provides more timely and relevant data. You have been contracted to propose a working solution to this problem. Briefly describe your suggestion in not more than 15 lines.  
(14marks)
4. a) Discuss the sentence, "sharing and leveraging knowledge happens through organizational pull, rather than organizational push".  
(11marks)  
b) List the elements characterising system development.  
(3marks)
5. a) List the 4 principal elements of an improved model of technology use.  
(4marks)

b) Discuss the application of e-business to integrate supply chains, as it affects a Companies purchasing, manufacturing and delivery departments.  
(10marks)

6. a) Briefly explain data warehousing in not more than 15 lines.  
(8marks)

b) Give short notes on the following;

i) Intranet    ii) Supply Chain                      iii) Prototype  
(6marks)

7. a) List 3 characteristics of a successful project.  
(6marks)

b) List 4 deliverables of the project planning phase of project management.                      (8marks)