



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**FACULTY OF SCIENCE**  
**October/November 2016 Examination**

**Course Code: DAM364**  
**INFORMATION SYSTEMS**

**Course Title: MANAGEMENT**

**Instruction: Answer Any Four Questions**

**Time Allowed: 2 Hours**

**Course Unit: 2**

- 1a. Explain what is meant by Management Information System (MIS). 4½ marks
- b. Enumerate four bottlenecks associated with MIS. 8 marks
- c. State the overall aim of MIS. 5 marks
- 2a. Describe what an operating system is. 5 marks
- b. Enumerate three major goals of an operating system. 4½ marks
- c. List five basic functions of an operating system. 5 marks
- d. State the role of the operating system shell and kernel. 3 marks
3. List and briefly describe four major types of systems in an organization. 17 ½ marks
- 4a. Differentiate between computer virus and a normal program. 3 marks
- b. List any two devastations of computer virus. 3 marks
- c. Explain what is meant by Trojans. 3 marks
- d. Outline three components that are present in most networks. 8 ½ marks
- 5a. Explain the following terms: (i) Internet (ii) World Wide Web 5 marks
- b. What is the difference between an intranet and an extranet? 5 marks
- c. Define web browser. 2 ½ marks
- d. What do you understand by the terms downloading and uploading? 5 marks

6. Define the following terms:
- i) Browser
  - ii) Hyperlinks
  - iii) Surfing
  - iv) Home Page
  - v) Cybercafé
  - vi) Multimedia
  - vii) Page
  - viii) Uniform Resource Locator (URL)
  - ix) Chat

17½ marks