



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**  
**SEPTEMBER/OCTOBER 2015 EXAMINATION**

**SCHOOL OF SCIENCE AND TECHNOLOGY**

**Course Code:** DAM364

**Course Title:** MANAGEMENT INFORMATION SYSTEMS

**Instruction:** Answer Any Four Questions

**Time Allowed:** 2 Hours

**Course Unit:** 2

- 1a. What is an Operating System? 5 ½ marks
- b. State the primary objective of an operating system. 4 marks
- c. Outline two typical characteristics and two capabilities of a network operating system. 8 marks
  
- 2a. Briefly explain the following terms:  
i) Software ii) System software iii) Application software 7 ½ marks
- b. Outline four kinds of system software. 10 marks
  
- 3a. Briefly describe three areas of application of IT in information technology 8 ½ marks.
- b. Outline the three layers of network components. 9 marks
  
4. Computers and the information they contain are often considered confidential systems because of its sensitivity. This confidentiality which can be compromised in a variety of ways can be curbed using a variety of security techniques. Briefly describe five of such techniques. 17 ½ marks
  
- 5a. Explain what is meant by World Wide Web (WWW). 5marks
- b. State two goals of the developers of the Web. 5 marks
- c. With these goals in mind, state and explain what the developers created as the coding for Web documents. 4 marks
- d. Briefly explain what is needed in order to access the information on the Web. 3 ½ marks
  
- 6a. What is an electronic mail (e-mail)? 3 ½ marks
- b. Outline two of the advantages of e=mail. 4 marks
- c. All Internet e-mail addresses have a minimum of three parts, outline the parts. 6 marks
- d. What is a Uniform Resource Locator (URL)? 4 marks