



NATIONAL OPEN UNIVERSITY OF NIGERIA,
PLOT 91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI – ABUJA
FACULTY OF SCIENCES

Course Code: DAM 382

Course Title: Information Systems Management

Credit Unit: 3

Time Allowed: 2 ½ Hours

Instruction: Answer any four (4) questions.

Questions

1.
 - a) List 3 characteristics of a successful project. (3marks)
 - b) List 4 deliverables of the project planning phase of project management. (4marks)
 - c) List the approaches which companies employ to back up their computer systems, data, and communication links with company resources. (4 Marks)
 - d) List the elements characterizing system development. (3marks)
2. a)
 - i. What are the two major ways in which Information technology can serve lines of business (4 Marks)
 - ii. What questions should be asked about each line of business to help decide what each one needs. (6 Marks)

b) List 4 legal and ethical issues of which e-business managers must be aware. (4marks)
3. You are the CIO of a major company which is repositioning itself to adopt and harness the advantages of Information Systems in achieving the organisation goals. Illustrate using a detailed diagram and discuss/explain the framework for managing information systems. (14 Marks)
4.
 - a) Discuss the three major ways VPNs can be used As stipulated by price waterhouseCoopers. (6 Marks)
 - b) Highlight the four changes which occur in the vendor-customer relationship during the transition from the more traditionally professional services cate to outsourcing. (8 Marks)
5.
 - a) Briefly explain how the followings work:
 - Tunnelling
 - Encryption
 - b) You have been promoted to position of CIO of your organization. In order to succeed in your new position, you need to have a proper understanding of the

business and its environment. Briefly highlight how you can approach and achieve this goal. (7 Marks)

c) In the shift from roles to processes, the IS department can be viewed as managing three overall processes. List these processes (3 Marks)

6.

a) Using a table differentiate between Information Management and Knowledge Management (6 Marks)

b) Give short notes on the following;

i) Intranet ii) Supply Chain iii) Prototype iv) middleware (8marks)

7.

a) Highlight the set of “partnership” which are of particular importance to CIO’s leadership drive to promote IT adoption and development (6 Marks)

b) George Cox states that IS is not a single monolithic organization, but rather a cluster of four functions. Highlight and briefly discuss these functions. (8 Marks)