



National Open University of Nigeria
Plot 91, Cadastral Zone, Nnamdi Azikiwe Expressway, Jabi - Abuja
Faculty of Science
2021_2 EXAMINATIONS

COURSE CODE: DAM382 QUESTIONS

COURSE TITLE: INFORMATION SYSTEM MANAGEMENT

CREDIT: 3 Units

TIME ALLOWED: 2 $\frac{1}{2}$

INSTRUCTION: Answer Question ONE (1) and any other FOUR (4) Questions

1.
 - (a) One helpful dichotomy to describe activities of information worker defines procedure-based activities and knowledge-based (or goal-based) activities. Briefly summarize your understanding of the procedure-based activities **(4 marks)**
 - (b) The NGI initiative began in October 1997 and involves a number of federal agencies, including the Defense Advanced Research Projects Agency (DARPA), the National Science Foundation (NSF), and National Aeronautics and Space Agency (NASA). Identify the three components of the NGI **(3 marks)**
 - (c) Outline a number of questions that planning needs to address to determine the project outcomes: **(3 marks)**
 - (d) What are the roles of the team that is vital to the success of a project? **(2 marks)**
 - (e) SQL is not a full application development language or an end user query tool. Rather, it is an English-like language for manipulating data and performing queries against relational tables. Analyze the three components of the SQL **(3 marks)**
 - (f) Analyze the four confirmations of the 2000 survey, with responses from 643 managers in corporations and government organizations **(3marks)**
 - (g) Identify the five pillars that make up today's security technique as enumerated by RSA **(4 marks)**
2.
 - (a) Organize for complexity is second overarching goals for thriving in the new work environment. Briefly summarize your understanding of the Organize for complexity.
 - (b) Summarize the three forces that contribute to the increased importance and complexity of IT.
3.
 - (a) the initial goal of EDI was to replace the paper document involved in business transactions this goal only required automating existing business processes; Critically summarize the two barriers to successful EDI system proved extremely challenging: technology and standards **(8 marks)**
 - (b) Consumers are concerned about protecting their privacy and financial transactions. Spoofing is the assumption of a false identity and the execution of

fraudulent transactions. Briefly illustrate ways of protecting the consumers from Spoofing

(4 marks)

- 4 the protection of Intellectual property is critical to e-business because many products and services contain Intellectual property, copies are easy to make, and the copy is as good as the original. Patent and Trademark are types of legal protection of Intellectual property. Critically analyze the concept of the following: i. patent ii. trademarks.
(12 marks)
- 5 (a) Computer-aided software engineering (CASE) aimed to automate structured techniques and reduce this tediousness. Summarize briefly an information repository in relation to a CASE environment **(6 marks)**
- (b) The five functions of application servers as categorized by Radding are business logic processing, automation of low level core processes, middleware, application development, and prebuilt components. summarize briefly your understanding of the first two functions **(6 marks)**
- 6 (a) System operations problems are obvious to the entire company: Response times are slow, networks are down, data is not available, or data is wrong. What can be done to improve operations? Analyze the three strategies described by Congleton in solving operational operational problems **(6 marks)**
- (b) Public key encryption is one of the three techniques used by companies to protect themselves. Summarize briefly your understanding of the public key encryption **(6 marks)**