



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**University Village, Plot 91, Cadastral Zone, Nnamdi Azikiwe Expressway, Abuja**  
**FACULTY OF SCIENCE**  
**DEPARTMENT OF COMPUTER SCIENCE**  
**2022\_2 POP EXAMINATION**

**Course Code:** CIT415  
**Course Title:** Introduction to E-Commerce  
**Credit:** 3 units  
**Time allowed:** 3 Hours  
**Instruction:** Answer Questions **ONE (1)** and any other **THREE (3)** Questions

**QUESTIONS**

1a Delineate each of the following with respect to e-commerce operations  
**(2marks each)**

- (i) Certificate Authority:
- (ii) Banner.
- (iii) Commerce Server
- (iv) Authorization
- (v) Digital Certificate.

1b. List any eight (8) issues that should be addressed in a website development agreement. **(12marks)**

1c. Define online shopping? **(3Marks)**

2a. Distinguish between the e-commerce and e-business. **(10marks)**

2b. State five (5) issues limiting e-commerce and e-business development.

**(5marks)**

3a. Enumerate five **(5)** features of e-commerce design **(5marks)**

3b. Explain what is meant by handling customer returns? **(7marks)**

3c. Define the term 'domain name' and state two elements associated with domain name registration. **(3marks)**

4. There are basic tools web owners need to ascertain in a proper website hosting,

- i. List them, **(6marks)**
- ii. Briefly explain each **(9marks)**

5a. Discuss in brief the term 'shopping cart software'. **(3marks)**

5b. Whilst selecting the right e-commerce shopping cart software for your business, there are a number of keynotes to consider, Explain them.  
**(12Marks)**

6a. Explain the two (2) possible forms of advertising one's e-business. **(10marks)**

6b. Enumerate five (5) drawbacks of e-commerce to consumers. **(5marks)**