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**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**University Village, Plot 91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi, Abuja**

**FACULTY OF SCIENCES**

**DEPARTMENT OF COMPUTER SCIENCE**

**JULY 2017 EXAMINATION**

**Course Code: DAM364 Course Title: MANAGEMENT INFORMATION SYSTEMS**

**Instruction: Answer Question 1 and Any other 3 Questions**

### Time Allowed: 2 Hours Course Unit: 2

### 1a. What is an Operating System? 6 marks

### b. State the primary objective of an operating system. 4 marks

### c. Outline threetypical characteristics and three capabilities of a network operating system. 12 marks

d. State the role of the operating system shell and kernel. 3 marks

### 2a. Briefly explain the following terms:

### Software ii) System software iii) Application software

### 6 marks

### b. Outline any three kinds of system software. 9 marks

### 3a. Briefly describethree areas of application of IT in information technology

### 9 marks

### b. Outline the three layers of network components. 6 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. 15 marks

5a. Explain what is meant by World Wide Web (WWW). 4marks

b. State two goals of the developers of the Web. 4 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 marks

6a. What is an electronic mail (e-mail)? 3marks

b. Outline two of the advantages of e=mail. 3 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)? 3 marks