



**CRAWFORD UNIVERSITY, FAITH CITY IGBESA**  
**COLLEGE OF NATURAL AND APPLIED SCIENCES**  
**DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES**  
**RAIN SEMESTER                      SESSION: 2017/2018**

**COURSE CODE: CSC 212**

**COURSE TITLE: MANAGEMENT INFORMATION SYSTEM**

**UNITS: 3**

**TIME: 3 HOURS**

**INSTRUCTION: ANSWER ANY FOUR QUESTIONS**

**QUESTION ONE (15marks)**

- (A) (i) Define Management Information System (MIS) and briefly discuss its main components (5mrks)  
(ii) Differentiate between the four major types of Information Systems for Management, clearly showing the relationships and hierarchy among them (4mrks)  
(iii) Write short notes on the following:
- Management (2mrks)
  - Information (2mrks)
  - System (2mrks)

**QUESTION TWO (15marks)**

- (A) (i) Briefly discuss Systems under the following aspects:
- Characteristics (3mrks)
  - Major components (3mrks)
  - Types (3mrks)
- (ii) List eight (8) characteristics of MIS (4mrks)
- (B) There are three main categories of Information used for effective business management. With the aid of a diagram, differentiate among the three categories. Identify specific types of MIS in each of these categories (5mrks)

**QUESTION THREE (15marks)**

- (A) (i) Highlight the general characteristics of Information (5mrks)  
(ii) Briefly discuss the different ways of gathering Information for MIS (3mrks)
- (B) (i) What are the essential characteristics of quality Information (4mrks)  
(ii) What are the pre-requisites for an effective MIS? (3mrks)

**QUESTION FOUR (15marks)**

- (A) (i) Briefly discuss the main objectives or functions of MIS (4mrks)  
(ii) Identify the two major aspects of Information System Security (2mrks)
- (B) Write short notes on the following:
- (i) Software Development Life Cycle (SDLC) (3mrks)
  - (ii) Supply Chain Management (SCM) (3mrks)

(iii) Enterprise Application Integration (EAI) (3mrks)

**QUESTION FIVE (15marks)**

(A) Classify Information based on the following:

- (i) Characteristics (2mrks)
- (ii) Applications (2mrks)
- (iii) Management Hierarchy (2mrks)

(B) (i) Briefly discuss Customer Relationship Management (CRM) in MIS and justify the need for it (4mrks)

(ii) Highlight 10 codes of conduct essential for ethical and professional behavior as it applies to Management Information Systems (5mrks)

**QUESTION SIX (15marks)**

(A) (i) MIS is aimed at improving the quality of decisions made by decision makers. Highlight the important steps of the decision-making process (4mrks)

(ii) Differentiate between Knowledge Management Systems (KMS) and Content Management Systems (CMS) (4mrks)

(B) Briefly discuss Content Management Systems (CMS), clearly identifying its functions and advantages (5mrks)

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