CRAWFORD UNIVERSITY, FAITH CITY IGBESA
COLLEGE OF NATURAL AND APPLIED SCIENCES
DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES
HARMATTAN SEMESTER SESSION: 2020/2021
COURSE CODE: CSC 212 TITLE: MANAGEMENT INFORMATION SYSTEM
UNITS: 3 TIME: 2.5 HOURS
INSTRUCTION: ANSWER ANY FOUR QUESTIONS

QUESTION ONE (15marks)

(A) Write short notes on the following:

- System (2mrks)
- Information System (2mrks)
- Management Information System (MIS) (2mrks)

(B) (i) Discuss with examples, the main categories of Information used in business management. With the aid of a diagram, differentiate among the three categories. (5mrks)
(ii) Discuss the primary components of MIS (4mrks)

QUESTION TWO (15marks)

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

QUESTION THREE (15marks)

(A) (i) Briefly discuss the main objectives or functions of MIS (3mrks)
(ii) Discuss the pre-requisites for an effective MIS (3mrks)
(B) (i) Discuss the Strategic business objectives of MIS in businesses (5mrks)
(ii) Briefly discuss Executive Information System (EIS), highlighting its main characteristics (4mrks)

QUESTION FOUR (15marks)

(A) Briefly discuss Supply Chain Management (SCM), clearly identifying its scope, objectives and advantages (7mrks)
(B) Briefly discuss Customer Relationship Management (CRM), clearly identifying its functions, advantages and disadvantages (8mrks)

QUESTION FIVE (15marks)

(A) Write short notes on MIS Security and Ethics (7mrks)
(B) (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) Briefly discuss decision making models (4mrks)

QUESTION SIX (15marks)

Write short notes on the following:
(i) Software Development Life Cycle (SDLC) (5mrks)
(ii) Content Management System (CMS) (5mrks)
(iii) Decision Support Systems (DSS) (5mrks)

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