



**CRAWFORD UNIVERSITY, FAITH CITY IGBESA**  
**COLLEGE OF NATURAL AND APPLIED SCIENCES**  
**DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES**  
**HARMATTAN SEMESTER** **2021/2022 SESSION**  
**COURSE CODE: CSC 212** **TITLE: MANAGEMENT INFORMATION SYSTEM**  
**UNITS: 3** **TIME: 2.5 HOURS**

**INSTRUCTION: ANSWER ANY FOUR QUESTIONS**

**QUESTION ONE (15marks)**

- (A) Define Management Information System (MIS) and briefly discuss its main components (8mrks)
- (B) Briefly discuss the strategic uses of Information Systems to give businesses a competitive advantage (7mrks)

**QUESTION TWO (15marks)**

- (A) Briefly discuss Systems under the following aspects:
- Characteristics (3mrks)
  - Major components (3mrks)
  - Types (3mrks)
- (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 (6mrks)

**QUESTION THREE (15marks)**

- (A) (i) Highlight the general characteristics of Information and the essential characteristics of quality Information for effective decision making (3mrks)
- (ii) Discuss the different ways of obtaining Information for MIS (3mrks)
- (B) (i) Briefly discuss the main functions of MIS (4mrks)
- (ii) Briefly discuss five (5) characteristics of MIS (5mrks)

**QUESTION FOUR (15marks)**

- (A) Discuss the following Information System concepts:
- ERP (3mrks)
  - KMS (3mrks)
- (B) (i) Write a short note on the Software Development Life Cycle (SDLC) (5mrks)
- (ii) Highlight 8 codes of conduct essential for ethical and professional behavior as it applies to Management Information Systems (4mrks)

**QUESTION FIVE (15marks)**

- (A) Differentiate between the following:
- (i) OLAP and OLTP (4mrks)
- (ii) ESS and DSS (3mrks)
- (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)**

- (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)