



CRAWFORD UNIVERSITY, FAITH CITY IGBESA
SCHOOL OF PART-TIME STUDIES
DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES
THIRD SEMESTER, 2021/2022 SESSION
COURSE CODE: CSC 417 (BUSINESS INFORMATION SYSTEM)
3 UNITS **DURATION: 2.5 HOURS**
INSTRUCTION: ANSWER ANY FOUR QUESTIONS

QUESTION ONE (15marks)

(A) (i) Briefly discuss the following terms:

- System (2mrks)
- Information System (IS) (3mrks)

(ii) Discuss with examples, the main categories of Information used in business management. With the aid of a diagram, differentiate among the three categories. (6mrks)

(B) Discuss the four main types of Information in business management (4mrks)

QUESTION TWO (15marks)

(A) (i) Discuss five characteristics of all types of Business Information Systems (5mrks)

(ii) Compare Prototyping and Life Cycle system development approaches (3mrks)

(B) Write short notes on the following:

- E-Commerce and M-Commerce (4mrks)
- Crowdsourcing Information Systems (3mrks)

QUESTION THREE (15marks)

(A) Discuss how Business Information Systems may help organizations enhance productivity and maintain strategic competitive advantage (6mrks)

(B) Differentiate (with examples) between the following concepts in Business Information System:

- Information System Security vs Privacy (3mrks)
- OLTP (On-line Transaction Processing) vs OLAP (On-line Analytical Processing) (3mrks)
- Programmed vs non-programmed decisions (3mrks)

QUESTION FOUR (15marks)

(A) Briefly discuss Executive Information Systems (EIS), highlighting their main characteristics (5mrks)

(B) Briefly discuss Supply Chain Management (SCM), clearly identifying its scope, objectives and advantages (10mrks)

QUESTION FIVE (15marks)

(A) Briefly discuss Customer Relationship Management (CRM), clearly identifying its functions, advantages and disadvantages (8mrks)

(B) Briefly discuss the concept of EDI (Electronic Data Interchange). Identify its benefits and drawbacks (7mrks)

QUESTION SIX (15marks)

(A) (i) Business decisions involve consciously selecting an option from an array of alternatives with the aim of achieving a particular objective in a given environment. Discuss the steps of the decision making process (4mrks)

(ii) Discuss the specific aspects of guaranteeing information security in BIS (3mrks)

(B) Write short notes on:

- Content Management System (CMS) (4mrks)
- Decision Support Systems (DSS) (4mrks)

Handwritten notes:
1/2/22
21/07/22