

NOVEMBER 2023  
EBS 451  
INFORMATION SYSTEM MANAGEMENT  
1 HOUR 30 MINUTES

Candidate's Index Number
Signature:

UNIVERSITY OF CAPE COAST  
COLLEGE OF EDUCATION STUDIES  
SCHOOL OF EDUCATIONAL DEVELOPMENT AND OUTREACH  
INSTITUTE OF EDUCATION

COLLEGES OF EDUCATION  
FOUR-YEAR BACHELOR OF EDUCATION (B.ED)  
FOURTH YEAR, END-OF-SECOND SEMESTER EXAMINATION, NOVEMBER 2023

6<sup>TH</sup> NOVEMBER 2023      INFORMATION SYSTEM MANAGEMENT      2:30 PM – 4:00 PM

SECTION B  
[40 MARKS]

Answer any TWO questions from this Section.

Please, note that if you answer more than two questions, only the first two will be marked.

1.
  - a. What is netiquette? [4 marks]
  - b. List **six** acceptable netiquette practices you will put in place in your school. [6 marks]
  - c. What is ergonomics? [4 marks]
  - d. List **six** ergonomics practices you will implement in your school's ICT Laboratory to ensure the safety and health of the users of the ICT facilities. [6 marks]
  
2.
  - a. In the area or field of information system, what is meant the term "security". [2 marks]
  - b. Explain **four** measures you will implement to make the information systems schools secured. [8 marks]
  - c. Explain the following information technology security related terms:
    - i. Confidentiality [2 marks]
    - ii. Integrity [2 marks]
    - iii. Availability [2 marks]
    - iv. Hacker [2 marks]
    - v. Virus [2 marks]

3.

- a. What is meant by the term “System”? [2 marks]
- b. List **four** features of the system concept. [6 marks]
- c. Explain the following terms as used within the systems concept:
  - i. Open system [2 marks]
  - ii. Environment of a system [2 marks]
  - iii. Boundaries of a system [2 marks]
  - iv. Supra system [2 marks]
  - v. Probabilistic system [2 marks]
  - vi. Deterministic system [2 marks]

4.

- a. Briefly explain to your headteacher the database systems approach. [4 marks]
- b. Explain with **four** reasons why you would choose the database system approach to manage your school’s data instead of the traditional file system approach. [8 marks]
- c. With **four** reasons explain the drawbacks/difficulties you expect your schools to encounter if it adopts the database systems approach. [8 marks]