



National Open University of Nigeria

Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi- Abuja

Department of Arts & Social Sciences Education

Faculty of Education

2025_2 EXAMINATIONS

Programme: B.Sc. (Ed)

Course Code: BED313

Course Title: Office Information Technology

Credit Unit: 2

Time Allowed: 2 hours

Instructions: Answer Question 1 and Any Other Two Questions

Question One

- a. Discuss the primary functions of an office within an organization, explaining how each function contributes to the overall efficiency and effectiveness of the organization. **(25 Marks)**
- b. Enumerate five (5) components of a local area networks (LANs) **(5 Marks)**

Question Two

Write a short note on any Four (4) of the following

- i. Computer Security
- ii. Super Computers
- iii. Open office/workspace
- iv. Project manager
- v. Network engineer

(5Marks each =20Marks)

Question Three

Discuss the difference between operational planning and strategic planning. Provide examples of how each type of planning is used in an organization. **(20Marks)**

Question Four

- a. Discuss the role of Sales Force Automation (SFA) in enhancing the performance of a sales team. **(5Marks)**
- b. How does it benefit sales managers, marketing managers, and the overall company? **(15Marks)**