

Answer the following questions:

Q: 1: Short Questions (15)

- I. Describe some effective ways of handling e-mail messages.
- II. What does GOPHER stand for?
- III. Describe the role of the daily list method in managing an information management centre.

Q: 2: Describe the functions of GOPHER in managing information. (7)

Q: 3: Outline the electronic and paper-based components involved in setting up an information management centre. (8)