



**Question 3: List 5 characteristics and benefits of EDRMS. (5 marks, 1 for each)**

**Question 4: Differentiate between Documents and Records, give an example. (4 marks)**

**Question 5: List 5 components of EDRMS then explain two of them. (5 marks, 2½ for each)**

**Question 6: What are the meaning of each concept from the viewpoint of EDRMS (6 marks, 1½ for each)**

**1. Retention Schedules.**

**2. Off-line Storage Media.**

**3. Mobile Working on EDRMS.**

**4. Quality Assurance.**

===== END OF THE QUESTIONS =====

BEST WISHES