

INFORMATION TECHNOLOGY MANAGEMENT

Answer **ANY FOUR** questions. Each question carries 25 marks.

Question 1

Discuss how computers have changed the way society deals with each of the following **five** areas:

- 1) Entertainment
- 2) Education Services
- 3) Finance
- 4) Healthcare
- 5) Emerging technologies

Your discussion should not merely encompass illustrations or features of the use of technology in the areas above, but focus on the **impact** they have had, and the **change** that has been brought about.

[25 marks]

Question 2

- (a) The loss of privacy is an issue that has always plagued computer users. However the computer's capability of handling vast amounts of data and the Internet's ability to distribute it globally vastly amplify those concerns. List **four** areas where privacy can be compromised online. [4 marks]
- (b) Discuss **five** security risks that a typical end-user, in a networking environment, will face. [10 marks]
- (c) Discuss **three** preventive measures that can be taken against the potential risks faced in part (b) above. [6 marks]
- (d) What do you understand by software piracy? What constitutes legitimate use of software? [5 marks]

[Total 25 marks]

Please turn over.

Question 3

- (a) (i) Define the term *project management*. [2 marks]
- (ii) Discuss how an IT project can be effectively managed. [8 marks]
- (b) Discuss what hardware and software would be found in a typical office information system. [6 marks]
- (c) An Executive Information System (EIS) is a special type of Decision Support System (DSS). What is an EIS used for? [4 marks]
- (d) What is a Management Information System (MIS)? How is an MIS used by managers? [5 marks]

[Total 25 marks]

Question 4

E-commerce is a financial transaction that takes place over an electronic network such as the Internet.

- (a) Discuss how e-commerce has changed the way business is carried out. [4 marks]
- (b) Write short notes on the **three** main e-commerce business models that are in use today. [6 marks]
- (c) Describe **three** typical uses of e-commerce. [6 marks]
- (d) What security issues do users face in carrying out e-commerce transactions? [4 marks]
- (e) How can a user be assured that an e-commerce transaction is safe? [5 marks]

[Total 25 marks]

Please turn over.

Question 5

- (a) What do you understand by the *end user development* approach? [3 marks]
- (b) Give **four** examples of typical end user development projects. [4 marks]
- (c) Discuss **three** advantages and **two** disadvantages of end user development. [10 marks]
- (d) "It has become necessary for IT personnel and users to learn more about the work that each other does." Explain why this statement is true. [3 marks]
- (e) "With so many technological aids at our disposal, telecommuting is fast becoming a reality, rather than a theory." Briefly discuss whether you favour or are against this approach. You must discuss from both an employer and employee perspective. [5 marks]

[Total 25 marks]

Question 6

Write short notes on the following:

- (a) Porter's Five Forces model [10 marks]
- (b) Competitive Strategy [6 marks]
- (c) Business Process Re-engineering [4 marks]
- (d) Outsourcing [5 marks]

[Total 25 marks]

Please turn over.

Question 7

(a) What are the **four** typical functions of an IT department? **[8 marks]**

(b) An Information Centre is a unit within the IT department that handles end-user support.

Briefly discuss **four** *roles* of an Information Centre. **[8 marks]**

(c) The emergence of the Chief Information Officer (CIO) has been the result of the evolving nature of the management of IT personnel. In your own words explain why this role is necessary. **[3 marks]**

(d) Discuss **three** roles of a CIO. **[6 marks]**

[Total 25 marks]

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