

INFORMATION TECHNOLOGY MANAGEMENT

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

Question 1

- (a) Information Systems are classified as strategic, tactical or operational. What is the purpose of such classification? Give an example of each. **[6 marks]**
- (b) A virus is a program or piece of code that is loaded onto your computer without your knowledge and runs against your wishes. List and describe **five** types of virus. **[10 marks]**
- (c) List **nine** different ways that an E-commerce business might generate revenue on the internet. **[9 marks]**

[Total 25 marks]

Question 2

- (a) List **one** controllable and **one** uncontrollable variable in each of the following systems and state a typical decision that might be made in each.
- hospital
 - airline
 - restaurant
 - bank
 - student admission on a course
- [10 marks]**
- (b) What are the **two** kinds of uncertainty which have to be faced when developing ES and DSS? What methods exist for dealing with them? **[15 marks]**

[Total 25 marks]

Please turn over.

Question 3

- (a) State **five** examples of what a system specification for a typical e-commerce system might contain. [10 marks]
- (b) Explain how companies are encouraging and managing *intranet* website development by business end users. [15 marks]
- [Total 25 marks]

Question 4

- (a) Discuss **seven** security measures a company should take to ensure its internet and intranet systems are well protected. [21 marks]
- (b) State **four** goals of enterprise-wide information. [4 marks]
- [Total 25 marks]

Question 5

- (a) Toni Asifiori is the owner of a chain of Asifiori hairdressing salons. These rather exclusive salons are found in city centres around the country. Accounting information, and trends in fashion are two possible information needs. List **seven** other possible information needs of Asifiori, his salon managers and other salon staff. [7 marks]
- (b) Asifiori hairdressing salons are considering computerising many aspects of their business. For **each** of the nine information needs discussed, including the two needs given, in part (a), state what information held on a computer might be of use to such an organisation. [18 marks]
- [Total 25 marks]

Please turn over.

Question 6

- (a) Describe in detail **three** types of security risk that can threaten computers. **[15 marks]**
- (b) Of the security risks described in part (a), what are the various ways that can be implemented to reduce the risk? **[10 marks]**

[Total 25 marks]

Question 7

- (a) Who participates in at least one stage of the System Development Life cycle? Briefly describe their role in the System Development Life cycle. **[22 marks]**
- (b) Define the term *Project Management*. **[3 marks]**

[Total 25 marks]

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