INFORMATION TECHNOLOGY MANAGEMENT

Time allowed: 2.5 hours

Section A – Answer <u>ALL</u> questions.

Question 1

What are public industrial networks? Define and describe two types of public industrial networks.

[10 marks]

Question 2

What specific managerial roles can information systems support? In what areas are information systems particularly strong in supporting managers, and where are they weak?

[10 marks]

Question 3

Describe the capabilities of online analytical processing and data mining.

[10 marks]

Question 4

Why is it necessary to understand the concept of implementation when managing the organizational change surrounding a new information system?

[10 marks]

Please turn over

Section B – Answer **ANY THREE** questions.

Question 1

Growing concerns over the quality and effectiveness of meetings has led to the adoption of information technology by groups. What are the underlying problems in group decision making that have led to the development of group decision support systems (GDSS)? How can GDSS contribute to solving such problems?

[20 marks]

Question 2

In developing a control structure, managers need to consider the costs and benefits, and the operational impact of control mechanisms. What is the function of risk assessment? How can MIS auditing enhance the control process?

[20 marks]

Question 3

A complex issue involves determining liability and accountability for unintentional consequences of system use. What is the most common cause of system quality problems? Why is it so difficult to hold software liable for failure or injury?

[20 marks]

Question 4

The transformation of industrial economies into knowledge and information based economies, and the emergence of a global economy and global world order have transformed the business environment and posed new challenges for management.

What is meant by the term 'global culture'? Discuss the major challenges to the development of global systems.

[20 marks]

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