

INFORMATION TECHNOLOGY MANAGEMENT

Answer **ANY FOUR** questions.

Question 1

- (a) List and briefly describe **seven** problems associated with *security* of computers. [14 marks]

- (b) What is *Access Control*? How can Access Control be built into system software? [11 marks]

[Total 25 marks]

Question 2

- (a) What is a *Decision Support System*? How can DSS help an organisation? Support your answer with an example. [11 marks]

- (b) “Transaction Processing System is the fundamental system to help organisations support other Management Information Systems”. What do we mean by this statement? Explain. [6 marks]

- (c) What are the key differences between a *Decision Support System* and an *Executive Information System*? [8 marks]

[Total 25 marks]

Question 3

What do we mean by the term *non-volatile storage*?

Describe in detail **three** non-volatile storage devices. [25 marks]

Please turn over.

Question 4

- (a) *Data collection* is one of the most important processes for getting user requirements. List and explain **four** *Data Collection* methods? [16 marks]
- (b) What is a *Data Flow Diagram*? Describe the *symbols* that DFDs use for modelling. [9 marks]

[Total 25 marks]

Question 5

- (a) What is *outsourcing*? What are the *advantages* and *disadvantages* of outsourcing? Explain with an example. [18 marks]
- (b) What is the role of networking technology in making outsourcing a possibility for certain companies? [7 marks]

[Total 25 marks]

Question 6

What do we mean by the *Systems Development Life Cycle*?

Describe the **seven** phases of the Systems Development Life Cycle. [25 marks]

Question 7

What is the purpose of *systems evaluation*? Discuss **four** evaluation criteria in detail. [25 marks]

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