

INFORMATION TECHNOLOGY MANAGEMENT

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

Question 1

- (a) Expand the term CASE. [1 mark]
 - (b) Describe the features of a typical CASE tool. [14 marks]
 - (c) Discuss the benefits and limitations of CASE. [10 marks]
- [Total 25 marks]

Question 2

- (a) Discuss the **four** stages of prototyping a system. [8 marks]
 - (b) Describe **six** problems typically associated with classical SDLC. [12 marks]
 - (c) Describe **five** advantages of prototyping. [5 marks]
- [Total 25 marks]

Question 3

- (a) What are the **three** components of a DSS? [3 marks]
 - (b) The heart of most business organisations is a transaction processing system (TPS) which supports the completion and monitoring of an organisation's transactions. Describe **six** features of a TPS [12 marks]
 - (c) Discuss how information systems have evolved over the last 20 years. Focus your answer on information systems processing *methods* and the *quality and nature* of information produced [10 marks]
- [Total 25 marks]

Please turn over.

Question 4

Describe in detail the functions of a Data Base Management System, with examples.

[Total 25 marks]

Question 5

Briefly describe the following IT developments:

1. Computer Based Learning
2. Multimedia Applications
3. Electronic Books
4. Information Kiosk
5. Multimedia Personal Computer

[25 marks]

Question 6

Discuss **five** advantages of doing business over the internet. Support your answer with examples.

[25 marks]

Please turn over.

Question 7

- (a) ASJ is a firm that has its head office in New York and branch offices in London and Singapore. A computer system is to be set up which provides each branch with a terminal linked to the head office computer system using a dialup network.
- (i) List **five** *network* components that are likely to be used in the communication system. **[5 marks]**
 - (ii) What is the name given to this type of network? **[1 mark]**
 - (iii) Draw and label a diagram showing the components for this communications network between the head office and the two branches. **[5 marks]**
- (b) Another company has high bandwidth data communication links between its four offices in different cities. What is the company most likely to use for the following activities?
- (i) Allowing employees to send word processed documents between offices. **[3 marks]**
 - (ii) Holding “virtual” meetings, allowing senior managers from different offices to hold “face-to-face” discussions without leaving their offices. **[3 marks]**
- (c)
- (i) Define the term *data communications*. **[2 marks]**
 - (ii) State and describe the basic components necessary to establish a data communications link. **[6 marks]**
- [Total 25 marks]**

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