

INFORMATION TECHNOLOGY MANAGEMENT

Answer ANY FOUR questions.

Question 1

- (a) Name and briefly describe **three** input devices. [9 marks]
- (b) Name and briefly describe **three** output devices. [9 marks]
- (c) The CPU, also known as the 'brain' of a computer, is a collection of electronic circuit and registers. The processor is divided into three areas. Name the areas and briefly explain each. [6 marks]
- (d) What does MICR stands for? [1 mark]

[Total 25 marks]

Question 2

- (a) Briefly define prototyping. [1 mark]
- (b) List the main steps of a prototyping process. [4 marks]
- (c) List the **seven** stages of the SDLC and the main participants in each stage. [14 marks]
- (d) State and briefly explain **two** problems with classical SDLC. [6 marks]

[Total 25 marks]

Question 3

- (a) What is a database management system? [2 marks]
- (b) What are the functions of a DBMS? [12 marks]
- (c) Give **three** advantages and **three** disadvantages of databases [6 marks]
- (d) The Internet is said to have extended the Value Chain Model. Explain why this is the case. [5 marks]

[Total 25 marks]

Question 4

- (a) What is a decision support system (DSS)? [5 marks]
- (b) Name the **three** components of DSS and briefly explain each. [6 marks]
- (c) What is an Executive Information System (EIS)? [6 marks]
- (d) What are the differences between a DSS and EIS? [8 marks]

[Total 25 marks]

Question 5

- (a) The most common approach to the management of End User Computing is the Information Centre. The Information Centre is a unit within the Information Technology Department which is specifically responsible for the end-user computing support. What are the roles of an information centre? Briefly explain each. [9 marks]
- (b) What is a CIO and what are his/her responsibilities? [7 marks]
- (c) Expand the following:
 - i) TPS
 - ii) DTP
 - iii) MIS
 - iv) ISP
 - v) EUC[5 marks]
- (d) List the **four** sections of an ISP. [4 marks]

[Total 25 marks]

Question 6

- (a) Explain the types of security risk that can threaten your computers. [15 marks]
- (b) What are the ways to reduce the risk? [10 marks]

[Total 25 marks]

Question 7

- (a) Expand the following abbreviation and briefly explain the following:
- WAN
 - LAN
 - VAN
- [6 marks]**
- (b) What are the factors to consider when considering a Local Area Network **[6 marks]**
- (c) What is a PABX? What are the other facilities of PABX which can be programmed? **[7 marks]**
- (d) State and explain **three** advantages of outsourcing. **[6 marks]**

[Total 25 marks]

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