INFORMATION TECHNOLOGY IN BUSINESS

GBAT9115

SUPERVISED OPEN BOOK EXAMINATION

Time Allowed: 2 Hours
Plus Reading time: 10 Minutes

INSTRUCTIONS

1. This is a supervised open book examination. Course study guide, textbook, self-made notes, pens, pencils and erasers may be brought into the examination room. No laptop computers or handheld electronic devices are permitted.

2. Your reading time before the examination is 10 minutes. Reading time is restricted to the examination paper only – no other resources may be consulted. No writing may be undertaken during reading time.

3. This examination paper contains five (5) questions. **ANSWER FOUR (4) QUESTIONS ONLY.**

4. All questions are of equal value.

5. Answers must be in blue or black ink, however pencil may be used for drawing, sketching or graphical work.

6. Please begin the answer to each question on a new page in the exam booklets provided and identify the question number you are answering when you do so.

7. Please ensure that you have written your name and student number on every exam booklet used and any other documentation submitted.

8. This exam paper must be returned with your answer books at the conclusion of the examination. No documentation is to be retained by candidate.

9. The examination contributes 40% towards your final grade in this course.
CHOOSE ANY FOUR (4) QUESTIONS ONLY

Question 1 (25 marks)
The lack of success among IT projects has been a concern for the IT industry for many years. Two key aspects of IT project management that are seen to improve the likelihood of success of project are the use of appropriate governance and the use of project management methodologies.

a. Outline what is involved in IT project governance and explain how appropriate project governance could improve the likelihood of project success. Use examples to illustrate your answer. (15 marks)

b. Explain how the use of an IT project management methodology can improve the likelihood of success of an IS/IT project. (10 marks)

Question 2 (25 marks)
Many organisations would like to make better use of the knowledge within the organization and have looked to IT to facilitate that better use. Traditionally IT has been used as the means to capture and store the knowledge, however more recently IS/IT has been used as a mechanism to facilitate knowledge sharing within the organization through its use to support Communities of Practice and the like.

a. Outline what is involved in the implementation of a knowledge management system and discuss the issues that typically arise in such implementations. (15 marks)

b. Explain how IS/IT can be used to assist a Community of Practice and discuss the importance of the role of IS/IT in the success of the Community of Practice. (10 marks)

Question 3 (25 marks)
The funding of IT infrastructure projects can be problematic in organizations that require positive benefit business cases for all IS/IT projects.

a. Describe each of three key funding methods used to ‘charge’ IS/IT costs across an organization, discuss the relative advantages and disadvantages of each method, and outline the circumstances when each method would be the most appropriate method to use. (15 marks)

b. Discuss the reasons why the creation of a business case for an IT infrastructure project may be problematic and explain how you could address each of the problems discussed. (10 marks)
Question 4 (25 marks)
The development of new internet based technologies such as the cloud have
broadened the range of IT infrastructure options available to organizations and many
organizations are keen to make use of them, which in turn has placed greater emphasis
on getting the organization’s IT architecture right so that it can be used efficiently and
effectively.

a. Outline the difference between IT infrastructure and IT architecture, using
examples to support your discussion. (10 marks)
b. Discuss the implications of adopting the cloud for an organization’s IT
infrastructure and IT architecture and outline the key architectural and
infrastructural issues that IT management would need to address before the cloud
can be confidently adopted in the organization. (15 marks)

Question 5 (25 marks)
IS/IT groups are expected to behave in an ethical manner.

a. Discuss the reasons why it is important that the members of an IS/IT group
behave in an ethical manner and discuss the potential consequences of unethical
behaviour by members of that group. Use examples to illustrate your answer.
(15 marks)
b. Outline the mechanisms that could be used to encourage ethical behaviour
within an IS/IT group and comment on potential effectiveness of such
mechanisms. (10 marks)

END OF EXAM