

KASNEB

CICT PART III SECTION 6

INFORMATION SYSTEMS PROJECT MANAGEMENT

FRIDAY: 27 May 2016.

Time Allowed: 3 hours.

Answer ALL questions. Marks allocated to each question are shown at the end of the question.

QUESTION ONE

- (a) Outline the principal problems of managing information system projects within a completely functional organisation structure. (4 marks)
- (b) Describe the roles of the following in information systems project management :
- (i) The sponsor. (4 marks)
- (ii) The project manager. (4 marks)
- (c) Discuss the advantages to an organisation of having an information systems programme and project support office (PPSO). (8 marks)
- (Total: 20 marks)**

QUESTION TWO

- (a) Contracting and contract management is a vital part of information systems project procurement management.

Required:

- (i) Specify five contract management activities. (5 marks)
- (ii) Summarise six roles and responsibilities of a contract manager in an organisation. (6 marks)
- (b) Identify three important information systems project resources. (3 marks)
- (c) Information systems projects may be planned through online collaboration using real-time interactive applications.

Required:

- Citing their roles, suggest six interactive software applications that could be used in information systems project planning. (6 marks)
- (Total: 20 marks)**

QUESTION THREE

- (a) Summarise five characteristics of information systems projects. (5 marks)
- (b) Explain two methods of resource allocation in an information systems project. (2 marks)
- (c) Explore four challenges that could be faced when defining an information system scope. (4 marks)
- (d) A computer network was tested six times and found to perform at different levels of perfection throughout its lifecycle as shown below:

Test	Performance (%)
1	20
2	30
3	90
4	70
5	25
6	15

Required:

- (i) Represent the information above on a histogram. (3 marks)
 - (ii) Propose six factors that would ensure that the performance of the network remains high throughout its lifecycle. (6 marks)
- (Total: 20 marks)**

QUESTION FOUR

- (a) Evaluate the benefits that would accrue to the information systems project manager from providing regular progress reports to the project team members. (4 marks)
 - (b) Discuss the advantages of a “pure” information system project compared with an information system project operating within a matrix structure. (8 marks)
 - (c) Analyse the relationship between risk avoidance actions and risk mitigation actions. (4 marks)
 - (d) Explain two approaches to quality control that could be applied to a sub-contractor’s work. (4 marks)
- (Total: 20 marks)**

QUESTION FIVE

- (a) Explain why the following approaches are relevant to information systems project managers:
 - (i) Soft systems methodology. (2 marks)
 - (ii) Socio-technical approach. (2 marks)
 - (iii) Business process reengineering. (2 marks)
 - (b) Staff time is usually the principal cost component of an information systems project. Suggest eight other areas where project cost could arise. (8 marks)
 - (c) Describe the term “dependency” in the context of information systems. (2 marks)
 - (d) Illustrate how information system (IS) project dependencies can be represented for planning purposes. (4 marks)
- (Total: 20 marks)**
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