

UNIVERSITY of LONDON

291 0318 ZA

B.Sc. EXAMINATION 2008

For External Students

COMPUTING AND INFORMATION SYSTEMS AND  
CREATIVE COMPUTING

Western Zone

## 318 INFORMATION SYSTEMS MANAGEMENT

Duration: 2 hours 15 minutes

Date and Time: Thursday 8 May 2008 : 2.30 – 4.45 pm

*Do not attempt more than **THREE** questions. All questions carry equal marks and full marks can be obtained for complete answers to **THREE** questions. There are **five** questions on this paper.*

*Candidates are advised that their answers to all questions will be greatly strengthened by the citing of examples either of their personal experience or from written sources. Full referencing of sources is not necessary; an indication of the nature of the source is all that is required.*

**THIS EXAMINATION PAPER MUST NOT BE  
REMOVED FROM THE EXAMINATION ROOM.**

### **Question 1.**

Cash et al provide a model which suggests that in managing the implementation of an Information Systems project both the characteristics of the project and the technology should be taken into account.

a) Describe this model with examples.

10 marks

b) Discuss how this approach affects the management of the implementation process.

15 marks

### **Question 2.**

a) Give an example of a successful IT system and state why this system was successful.

13 marks

b) Discuss some of the major management issues you would need to address in conducting a Business Process Re-Engineering initiative.

12 marks

### **Question 3.**

a) Identify examples of types of systems which an organisation might use to support decision making at the operational level, the tactical level and the strategic level.

13 marks

b) Michael Porter has described an internal value chain which may be used to model the activities of an organisation. How may IT be used to support the stages described in this value chain?

12 marks

**Question 4.**

a) Describe the essential elements of an Information Systems Strategy.

12 marks

b) Briefly describe the reasons why organisations invest in Information Systems.

13 marks

**Question 5.**

a) Discuss the importance of conducting a computer system audit and how this should be achieved.

13 marks

b) Identify the major costs which you would anticipate an organisation will incur when investing in a new computerised information system.

12 marks

**END OF EXAMINATION**