ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)
Department of Computer Science and Engineering (CSE)

SEMESTER FINAL EXAMINATION   SUMMER SEMESTER, 2013-2014
DURATION: 3 Hours   FULL MARKS:150

CSE4807: IT Organization and Management

Programmable calculators are not allowed. Do not write anything on the question paper.
There are **8 (eight)** questions. Answer any **6 (six)** of them.
Figures in the right margin indicate marks.

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1. a) What do you understand by social responsibility and ethics? Explain why organizations focus on quality and continuous improvement. 8

    b) Identify the potential benefits and drawbacks to planning. Explain SWOT analysis. 10

    c) Describe the advantages and disadvantages of work specialization. Describe the human resource management process. 7

2. a) Describe the Myers-Briggs personality type framework and its use in organizations. State the characteristics of high performing work teams. 9

    b) Identify the five dimensions of trust. Explain why a manager might stimulate conflict. 8

    c) Describe the control process. Explain how information technology is providing managers with decision support. 8

3. a) There are several IT problems one of which is selection and management of external information service providers. Briefly discuss it. 9

    b) Demand versus Software Quality - discuss in your own words. 8

    c) There are some principles that lead to a good organizational structure. State those principles. 8

4. a) An information service can be organized in four different ways. Briefly discuss these. 16

    b) There are different types of information service center. State the differences between business, educational and research information service centers. 9

5. a) There are mainly four stages in recruiting process. Briefly describe how to assess the applicants. 10

b) Discuss the productivity of a programmer. 8

c) Discuss the relationship between psychology and programmer. 7

6. a) List as many tasks as you know for project Management. 5

b) Briefly describe all known tasks for project management. 20

7. a) Briefly discuss how you can categorize and manage risk in software project. 8

b) It is known to us that the software project estimation is a very complicated task. Briefly discuss the problems with software project estimation. Also show the estimation accuracy that varies with project stages. 10

c) Briefly discuss the need for reporting and reviews in software project management. 7

8. a) Discuss the term software quality and its measurements. 8

b) Briefly describe the ISO 9000 to ISO 9003 for change management. 10

c) State the key points to successful testing of software. 7