

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)

ORGANISATION OF ISLAMIC COOPERATION (OIC)

Department of Computer Science and Engineering (CSE)

SEMESTER FINAL EXAMINATION

SUMMER SEMESTER, 2015-2016

DURATION: 3 Hours

FULL MARKS: 150

CSE 4807: 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.

- a) Contrast the calm-water and white-water rapid metaphors for change. 6
- b) Describe the Myers-Briggs personality type framework and its use in organizations. 6
- c) Explain the implications of motivation-hygiene theory. 6
- d) Identify four common types of work teams. 7

- a) Explain how technology can improve productivity. Identify why management might consider introducing flexible manufacturing systems. 6
- b) Describe the steps in analyzing and resolving conflict. 6
- c) Identify the contingency factors in the control process. 6
- d) Describe the qualities that characterize charismatic leaders. 7

- a) IT problems vary from time to time and location to location. Discuss today's IT problems in your country. 18
- b) There is a relationship between demand and quality. Briefly discuss demand versus quality. 7

- a) Mention the various ways an information service department can be placed. State the advantages and disadvantages of the organizational structure where IS department is placed in an operational location. 10
- b) Management and administration of the data processing function include many tasks that support the activities performed by the department. Briefly describe those. 10
- c) State the concept of matrix organization. 5

- a) For computerization of a system we need to set some objectives and policies. State and briefly explain the objectives and policies of computerization 18
- b) Project manager is the key person for the successful completion of a project. State the responsibilities of a project manager. 7

- a) Describe any technique for calculating the productivity of a programmer. 10
- b) State the major steps for application assessment. Briefly discuss the most important sage "interview". 15

- A number of tasks are to be performed in a particular sequence for successful completion of a project. State the various tasks and briefly describe those. 5+20

- a) Report writing on a project plan is very important. State the coverage and its annexures of a project plan. 10
- b) Developing a normal system is not a big problem but for the quality development we need to give more effort. Briefly discuss quality management and configuration management. 15