



THE STATE UNIVERSITY OF ZANZIBAR

SCHOOL OF COMPUTING, COMMUNICATION AND MEDIA STUDIES

DEPARTMENT OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY

FINAL EXAMINATION FOR BACHELOR OF INFORMATION TECHNOLOGY AND MANAGEMENT

SEMISTER II 2023/2024

COURSE NAME – Information Systems Audit and Control – INF3201

Date: 01/08/2024

Time: 1400–1700

INSTRUCTIONS

1. This paper consists of **TWO** sections, **A** and **B**, which carries 24 and 36 marks respectively.
2. Answer all questions from **Section A** and 3 questions in **Section B**.

3. Cellular phones and any other unauthorized materials are NOT allowed in the examination room.
4. This exam consists of **(4)** printed pages, including cover page

SECTION A (24 Marks)

Please answer ALL questions in this section.

1. Match each lettered item with the most closely related numbered item. Write your answer in the space provided. [1 mark each]

a. It will come from the portfolio which has been created to support the IS strategy, and a feasibility study might be used to evaluate the approach, and the results included in the business case.	1. Regulatory Compliance
b. Determine any strengths the team lacked, along with strengths they demonstrated.	2. Service Level Management
c. A key benefit of conducting information system reviews	3. Endpoint Security
d. It determines whether to authorize a current project to proceed to the next stage.	4. Standard
e. It is essential in creating Service Level Agreements (SLAs) and Service Level Objectives (SLOs), as well as in determining the costs of service delivery.	5. Conduct a gap analysis.
f. It lays out specifics of how each control area fits into the overall information security program.	6. Logical access controls
g. They are tools and protocols used for identification, authentication, authorization, and accountability in computer information systems.	7. Need for the project
h. Secures individual devices (e.g., laptops, smartphones) to prevent malware and unauthorized access.	8. Gate review

2. The following are the multiple-choice type of questions. Please select the letter of the best answer. [1 mark each]

- i. They are processes for gathering and analyzing project data to keep costs and schedules on track.
- A. Project reviews
 - B. Project controls
 - C. Project gaps
 - D. Project cost
- ii. Step involved in implementation process of MIS
- A. Change management
 - B. Examining
 - C. Change over
 - D. Reviewing

- iii. It involves the use of feedback and performance data to drive ongoing enhancements in service quality.
 - A. Continuous Improvement
 - B. Continuous feedback
 - C. Continuous testing
 - D. Continuous reviewing
- iv. Their practices are essential for overseeing the relationships and interactions with external organizations that provide services or products to your company.
 - A. Service Level Management
 - B. Change management
 - C. Top management
 - D. Third-party management
- v. **Performance Monitoring:** Tracking how well users are able to use the system and identifying areas where improvements can be made.
 - A. User tracking
 - B. User monitoring
 - C. Performance analysis
 - D. Performance monitoring
- vi. An activity that must be monitored during Application Monitoring.
 - A. Resource usage
 - B. User security
 - C. Login
 - D. Resource cost
- vii. They include such things as usernames and passwords, two-factor authentication, antivirus software and firewalls.
 - A. Cybersecurity controls
 - B. Project controls
 - C. Digital security controls
 - D. Cloud security controls
- viii. They are those that must work in order to have data and information available.
 - A. Primary information asset
 - B. Secondary information assets
 - C. Information technology
 - D. Bits

[1 mark each]

3. Short answer questions.

- i. What is the use of benefits realization process?
- ii. What is the role of a project team leader?
- iii. What is System Operation and Maintenance?
- iv. Mention one common methodology for conducting information system reviews.
- v. What is the purpose of Incident Management?
- vi. Mention two basic types of information security policy.
- vii. Give a brief description of the term "Procedure".
- viii. Define the term "logical access controls".

SECTION B (36 Marks)

Answer THREE questions only in this section.

1. a) Describe clearly the purpose of project review. (3 marks)
b) Give a detailed description of the project review process you know. (9 marks)
2. As an employee of ZRA, provide a detailed explanation using Project Review Best Practices how you would conduct the review of their new tax collection system. (12 marks)
3. a) Define the term the term "information system reviews". (1 mark)
b) What are the benefits of conducting information system reviews. (4 marks)
c) What are the common methodologies for conducting information system reviews? (3 marks)
d) How can you apply these methodologies during an information system review? (4 marks)
4. a) Describe in detail the Service Level Management (SLM) practices. (4 marks)
b) Define the term "Service Level Agreements (SLAs)". (2 mark)
c) Explain clearly the key components of SLAs. (6 marks)

5. As a newly employed graduate give a detailed description of data classification processes and procedures you can advise your employer. (12 marks)
6. a) What are information assets and why are they important? (2 marks)
b) How can you divide information assets? (6 marks)
c) How can you keep an information asset inventory? (4 marks)