

Uganda Martyrs University  
NKOZI

UNIVERSITY EXAMINATIONS

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION SYSTEMS

END OF MODULE FINAL ASSESSMENT

FOR

Second Year Master of Science in Information Systems

Information Systems Project and Organizational Change Management

MIS 6301

DATE: 11 Nov 2023

TIME: 9:30- 12:30 PM

DURATION: 3HRS

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**Instructions:**

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1. Carefully read through ALL the questions before attempting
  1. No names should be written anywhere on the examination book.
  2. Ensure that your Reg number is indicated on all pages of the examination answer booklet.
  3. Ensure your work is clear and readable. Untidy work shall be penalized
  4. Any type of examination Malpractice will lead to automatic disqualification
  5. Do not write anything on the questions paper.
  6. Use of relevant Illustrations/diagrams will earn you a bonus mark (s)
  7. Remember to indicate the question number you have answered.
  8. Write your name, course and registration number on all your answer sheets
  1. All answers should be written on the answer booklet
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## SCENARIO

You are a consultant at a prominent IT project consultancy firm, specializing in implementing complex software solutions for various industries. Your team has been engaged by a large multinational corporation to lead a critical system upgrade project that aims to modernize their customer relationship management (CRM) platform. The company operates in multiple countries and has a diverse range of products and services.

As the lead consultant, you are responsible for overseeing the entire project lifecycle. Your task is to create a comprehensive project plan outlining the key stages and methodologies that will be utilized to ensure the successful delivery of the upgraded CRM system. Additionally, you need to address the potential challenges and risks associated with such a large-scale project and propose change management strategies to mitigate these issues.

## QUESTION:

1. Develop a project plan for the CRM system upgrade project, including the following key stages:
  - a. Project Initiation
  - b. Planning and Design
  - c. Execution and Implementation
  - d. Monitoring and Control
  - e. Closure and Evaluation
2. Choose an appropriate project methodology (e.g., Waterfall, Agile, Hybrid) for this CRM system upgrade project. Justify your choice based on the specific characteristics and requirements of the project.
3. Identify and describe three potential challenges or risks that may arise during the course of this project. For each, provide a mitigation strategy or contingency plan to address the issue.
4. Change management is crucial for the successful adoption of the upgraded CRM system across the organization. Outline a change management strategy that includes the following elements: a. Stakeholder Analysis b. Communication Plan c. Training and Development d. Resistance Management [Optional but award some Extra points ]



5. In the event that unexpected delays occur during the project, discuss how you would adjust the project plan to accommodate these changes and communicate them effectively to the client and project team.

**THE END**