

# Home Exam Complex IT in Large Organisations

The home exam is composed of two different parts: **one that is mandatory**, and **one that you can choose to complete** if you are aiming for a higher grade.

You have one work day at your disposal to write the home exam: **Monday, June 1st 2020**. We estimate the amount of time needed to complete the mandatory part is 2 hours, and the optional part 2 hours. You must have submitted the home exam via Studium by **17:00**. Once submitted, your file will go through an automatic plagiarism check.

## Mandatory Part of Home Exam

*In this part of the exam you need 9 points out of 12 to pass.*

1. Why do many IT related change projects fail? Describe **three** central challenges that arise in connection to the deployment/implementation of IT systems in large organizations. The challenges must have been mentioned in the interviews, or in the papers you've read. Present the three challenges in detail. Indicate which film(s) or paper(s) mentioned the challenges. (6p)
2. Present **two** lessons learned related to **maintenance** of IT from the films made by the other groups. Describe the insights gained and elaborate on them. Indicate which film(s) mentioned the challenges. (4p)
3. Present **two take-home messages** from reading the Phoenix project. Elaborate on the take-home messages and critically reflect on them. (2p)

## Optional Part for a Higher Grade 4, 5 or 6

Write an essay of 2 pages on **ONE of the topics below**. Make use of references to literature that you have read. Elaborate on your work and reflect.

1. **The Phoenix Project vs Interviews**. How well does the situation described in the Phoenix Project correspond to what you heard in the interviews? Was anything

mentioned in the interviews that would work to solve the situation described in the Phoenix Project?

2. **Variation of Challenges across Different Domains.** How did the experienced challenges and problems vary across the three domains of the interviews (health care, industry and public authority)? What were the similarities of approaches used by the interviewees in their work? Elaborate on EITHER procurement, design, maintenance or implementation in your answer.