

Home Re-exam

Complex IT in Large Organisations

The home exam is composed of two different parts: **one that is mandatory (one page 1)**, and **one that you can choose to complete (one page 2)** if you are aiming for a higher grade.

You have one work day at your disposal to write the home exam: **Wednesday, August 19, 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 (for Grade 3)

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 **design/development** 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 the **procurement** of IT systems from the films produced during the course. **Describe the insights gained and elaborate on them**. Indicate which film(s) mentioned the challenges. (4p)
3. Reflect on **Steve's behavior and demands** throughout the first 171 pages of the Phoenix Project (which you have read at the beginning of the course). Present **two insights** about what Steve is missing / not understanding when it comes to IT procurement, design/development, deployment and/or maintenance in a complex organization. **Elaborate on these insights and critically reflect on them**. (2p)

Optional Part for a Higher Grade (4 or 5)

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 arguments and critically reflect on them.**

1. **Lessons from the course vs. your previous knowledge.** Looking back on what you have learned during the course and on what you (thought you) knew before the course started, what misconceptions did you have about IT-related work in large organizations which the course has “debunked”? In other words, what has the course taught you that surprised or confounded you? **Elaborate on a few key lessons and reflect critically on them.**
2. **In the shoes of an IT manager.** Imagine you have just been hired by a large public sector company to drive the procurement and deployment of a new, large-scale information management system which is going to be used by hundreds of employees. What are your first (three-four) steps? **Outline the content of each step and explain why you think it is important / can be beneficial for the project.** You can use examples from the course readings and the films produced during the course to help you make your point(s).