

Confidential



THE UNIVERSITY OF
SYDNEY

SEAT NUMBER:

STUDENT ID:

SURNAME:

GIVEN NAMES:

School of Information Technology
INFO5990

**Final Examination
Semester X, 201Y**

Time Allowed: Two Hours + 10 minutes reading time

This examination paper consists of 3 pages

INSTRUCTIONS TO CANDIDATES

1. This is a closed book exam. Electronic devices, apart from a simple calculator, are not permitted.
2. The paper comprises 12 questions. **ANSWER TEN QUESTIONS.**
3. Questions are worth equal marks. The mark to be awarded for each part is indicated. Marks total 50.
4. Answer all questions in the **ANSWER BOOKLET**
5. The question paper must be returned with the answer script.
6. Take care to write legibly. Write your final answers in ink, not pencil.
7. Complete the Table below indicate which answers you have completed

[illegible]

There are a total of 12 questions for which you must answer at least 10. Each question is worth 5 marks each.

Question 1.

You have been asked to conduct an audit of the QA system in a client company, outline and discuss the key elements of the audit you will conduct. Explain the QA precautionary actions you may take if some aspects of the audit are not to ISO9001 standards (10 marks)

Question 2.

Discuss an Information Technology (IT) in business. Explain the IT, its benefits, its uses, the difference it has made to the world, and the impact. What negative impact has this had if any to the users, discuss both positives and negatives (10 marks)

Question 3.

NZ police case study. Discuss what went wrong in this case study how would you have done things differently? Does Whittaker (1999), "What went wrong? Unsuccessful information technology projects" provide any insights into this particular disaster? (10 marks),

Question 4.

You have been asked by your manager at work to develop a proposal for a new IT project idea. Discuss the key elements that he will require for submission to the investment committee to ensure funding is made available, i.e. what resources, technology, timing, budgets, etc. will be required, does "IT projects: a basis for success" from Wateridge (1995) help in this exercise? (10 marks)

Question 5.

You are Senior Manager of Change in the "Best IT Company Pty Ltd", you have been asked by your manager to implement a change program using the ADKAR model. Discuss the key aspects of this project and how you would go about it (10 marks).

Question 6.

You have been given a project scope for a new ERP system and are required to estimate a project costing. Describe the approach you will take, what elements of the project you will need to cost the project, and possible resources required. Does Cook-Davies's (2002) article on "The real success factors on projects" help in this exercise – discuss. (10 marks)

Question 7.

You are a senior IT Project Manager at IBM and are working on a project for Telstra. Describe the possible risks and what you will do to ensure the project is on track and all risks are mitigated, describe what measures you would take to ensure timely delivery of the project. Does the work by Thomas & Fernandez (2008) "Success in IT projects: A matter of definition" help to ensure you can stay on track? (10 marks)

Question 8.

As an IT professional you may be interested in joining the Australian Computer Society, outline the benefits of joining the ACS, what factors will influence you joining this organisation (10 marks)

Question 9.

As an IT project engineer, ethics in your professional is of utmost importance. However, you know that in your company, many of the IT engineers are incorrectly using unauthorised software from a large supplier, would you ignore it this malpractice, or what steps would you and should take? (10 marks)

Question 10.

You are running a very successful IT software company. One day you receive a call from a client for help on a new project. What decision support process will you use, what methods and information will you call on to help you both understand and then provide this client with a quote to win the contract? (10 marks)

Question 11.

As the Senior IT project Manager you are required to provide the key performance measures and an update to your executive team and client before they provide further project funding. Explain what KPI's you will focus on to ensure client sign off for the next phase of the project. Does Nuaman et. al. (2005) "Information systems development failure: A case study" help in preparing for the sign off? (10 marks)

Question 12.

You are asked by your manager to source a new Business Intelligence software package, outline the key elements that you would look for when sourcing this new package for your company? Suggest if the article from Chaudhuri (2011) on "Business Intelligence" can assist in this exercise and how. (10 marks)

Question 13.

You have been asked by your manager to conduct a Business Intelligence exercise for the new CRM system to be implemented. Describe what you would do to ensure your management has adequate information to make a decision. (5 marks)

Question 14.

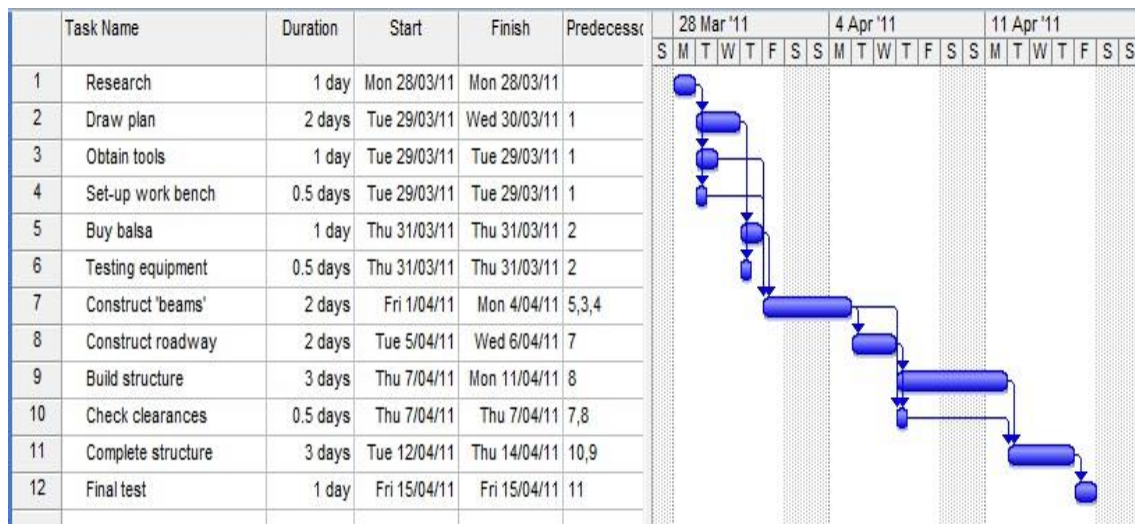
You are the project manager for the Mobile banking app. With "Your new Bank". The project is failing with major risks of technology not working, and expected time to complete slipping. Describe the project to your senior executives, and explain your contingency plans need to be executed. (10 marks)

Question 15.

You are the test manager for a large banking integration project. Describe the process of testing you would incorporate, explain your strategy. (10 marks)

Question 16.

You are facing a critical path in your IT implementation as outline below, particularly task number 8 is in jeopardy of being delayed. Describe what options you have to bring the project back onto schedule. (10 marks)

**Question 17.**

Your manager has fallen sick and you are required to make a presentation to the Chief Information Officer and his senior management team on the progress of the new CRM system. You have 10 minutes to give them an update. What are the key elements of your talk? (10 marks)

Question 18.

You are working for IBM and have been appointed to head the merger of Westpac and St. George bank's internet banking platform. What systems integration techniques would you use, and why. You may wish to use the V model for testing. (10 marks)

Question 19.

You are a project director for a large airline responsible for ensuring the on line checks in systems is delivered on time. One of your software engineers is bad at time management and has consistently delayed major tasks. What would you do to ensure this software engineer delivers his piece of the project? (10 marks)

Question 20.

You have been asked to recruit an IT test engineer for your new project, how will you assess if this person is the most suitable, and what questions would you likely ask? (10 marks)