**TUTORIAL 2**

1. Case study:

In order to serve the community better, UTAR plans to provide education to those out-station or oversea candidates, who are not able to come to KL for their studies, by using e-learning. Your company has been appointed by UTAR to develop an e-learning portal or website.

There are three system management viewpoints, namely organizational, technological and business views. From the case study above, briefly describe TWO (2) examples for each of the viewpoints.

1. Which of the following is part of the three-sphere model for systems management?
2. business b) information c) technology d) politic
3. Which of the four frames of organizations addresses how meetings are run, employee dress codes, and expected work hours?
4. Structure b) Human Resource c) Political d) Symbolic
5. Personnel or staff in a \_\_\_\_\_\_\_\_\_\_\_\_ organizational structure often report to two or more bosses.
6. Functional b) Project c) Matrix d) Hybrid
7. Which term is used to describe when an organization acquires goods and/or services from an outside source in another country?
8. Globalization b) Offshoring c) Exporting d) Global sourcing
9. Differentiate between the terms “outsourcing” and “offshoring”.
10. Briefly describe the term “virtual team”.
11. Briefly explain TWO (2) reasons as to why top management commitment is crucial to project managers.
12. Identify TWO (2) organization structural frames that is important to a project manager who manage project that has the following characteristics

* many stakeholders involved in the project
* many groups of development team

Give reasons to support your answer.