**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.

Business viewpoint: The portal is a good business approach as it gives an opportunity for candidates who are not being able to come to KL for their studies. This portal/website could bring more revenue to UTAR.

Technology viewpoint: User-friendly interface should be built for students or users who are using the website/portal.

Should have applications or features where learning material are uploaded and a large database to store them.

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”.

Outsourcing is when an organization acquires goods or/and sources from an outside source. Offshoring is sometimes used to describe outsourcing from another country.

1. Briefly describe the term “virtual team”.

A virtual team is aa group of individuals who work across time and space using communication technologies

1. Briefly explain TWO (2) reasons as to why top management commitment is crucial to project managers.

Top management can provide adequate resources and approve unique project needs in a timely manner, getting cooperation from other parts of the organization.

1. 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.

Project: program managers report to CEO

Matrix: Personnel report to 2 or more bosses.

Human resources matrix:

Structural frame: Focuses on responsibilities where each team focuses on a specific role/responsibility and then hand it to the manager.

Political Frame: Because there are many groups, so power is one of the way to bring every group together.