UNIVERSITY OF GHANA

B.SC INFORMATION TECHNOLOGY, SECOND SEMESTER

EXAMINATIONS: 2016/2017

CSIT 306: IT RESOURCE PLANNING (3 CREDITS)

INSTRUCTION:

Answer any three (3) questions. All questions carry equal marks

TIME ALLOWED:

TWO AND HALF (2 ½) HOURS

A1. (a) (i) Explain the term, *Decision Making* in IT   [*4 marks*]

(ii) Briefly outline the importance of the following resources in decision making

   (α) Intellectual Capital   [*3 marks*]

   (μ) Electronic Office   [*3 marks*]

   (β) Electronic Commerce   [*3 marks*]

(b) With the aid of a well illustrated diagram, briefly explain the information needs of an IT

organization.   [*10 marks*]

(c) Outline five (5) benefits of *Customer Relationship Management* (CRM)   [*10 marks*]

A2. (a) Give a detail explanation about how IT can be used to create personalized services to

increase loyalty in customers.   [*17 marks*]

(b) State Moore's law and illustrate its significance.   [*12 marks*]

(c) Differentiate *structured* managerial problem from *unstructured* managerial problem

[*4 marks*]

A3 (a) (i) What is planning in Information Technology?   [*1 mark*]

(ii) Briefly explain the features of IT resource planning.   [*12 marks*]

(b)Briefly describe the responsibilities of the following staffs in an IT organization

(i) Clerical staff   [*3 marks*]

(ii) Knowledge workers   [*3 marks*]

(c) (i) Sate the factors that affect staffing in both *Internal* and *External* environment.

[*10 marks*]

(ii) <u>Explain</u> the term *Manpower Planning* and <u>list</u> its importance.   [*4 marks*]

A4 (a) (i) Explain the term *Competitive Advantage*.   [*2 marks*]

(ii)State *three* (3) determinants of *Competitive Advantage* in IT   [*9 marks*]

(b) Briefly explain the *Michael Porter Theory* of sustainability advantage   [*10 marks*]

(c) (i) What is *Decision Support System?*   [*2 marks*]

(ii) Outline *five* (5) differences between recruitment and selection in IT   [*10 marks*]