UNIVERSITY OF GHANA

BA/BSC. COMPUTER SCIENCE/INFORMATION TECHNOLOGY, SECOND SEME STER EXAMINATIONS: 2015/2016

CSIT 306: IT RESOURCE PLANNING (3 Credits)

INSTRUCTION:

*ANSWER **ALL** QUESTIONS IN SECTION A. ANSWER QUESTION **26** AND ANY OTHER **QUESTION** FR OM SECTION B.*

TIME ALLOWED:

THREE (3) HOURS

SECTION A

Provide short and concise answers for <u>ALL </u>the Questions in this Section   [50 Marks]

1. Briefly explain IT resource planning and state any two benefits that can be derived from IT resource planning.   [3 marks]

2. Explain the requirement elicitation process and identify two difficulties associated with the process.
[2 marks]

1. State one importance of analyzing an existing system.   [1 mark]

2. Identify four professionals who may be involved in testing of a system.   [2 marks]

3. Clearly differentiate between verification and validation.   [2 marks]

4. State two importance of IT outsourcing and identify two outsourcing concerns.   [3 marks]

5. Determine how an organization's culture is read.   [2 marks]

6. Differentiate between core culture and observable culture.   [2 marks]

7. List two elements of observable culture   [2 marks]

8. Differentiate between "quality of design" and "quality of conformance".   [2 marks]

9. What are the objectives of education in ERP education?   [2 marks]

10. Identify two ERP functionalities.   [2 marks]

11. State and briefly explain four critical success factors (CSFs) to consider during ERP Implementation.

[2 marks]

1. Give two benefits derived from a "Test Case" activity?   [2 marks]

2. Differentiate between requirements and specification.   [2 marks]

3. Write two difficulties encountered during requirement elicitation.   [2 marks]

4. List two quality control methods.   [2 marks]

5. Briefly explain the 80-20 rule.   [2 marks]

6. What purpose does a "Walkthrough" serve?   [1 mark]

7. Why did Philip Crosby insisted that Quality is free? [2 marks]

8. Give two criteria for accomplishing Behaviour Change. [2 marks]

9. Briefly comment on the constituents of the change process. [2 marks]

10. Explain the ERP proven path. [1mark]

11. What are Bolt-on Softwares? [1 mark]

12. Briefly explain the procedures required for managing request for change. [4 marks]

SECTION B: Answer Question 26 and any other question from this Section   [50 Marks]

1. a. Write on the evolution of Enterprise Resource Planning, stating the characteristic features of each of the evolution. [12 marks]

b. Company "CS" sent about a dozen of its senior executives through an outsider-led top management class on ERP. All but one became convinced that ERP was essential for the continued growth and prosperity of the business because it would enable them to solve many of their problems with customer service, productivity, and high inventory levels. The one exception was the CEO. His response after attending was less than completely enthusiastic. He was not anti-ERP, but rather he was lukewarm. This caused great conce rn to Sam, the project leader. However, after half dozen or so business meetings for top management, with the CEO in attendance, the lukewarm CEO got the fire lit. He was able to see that ERP, implemented properly, could enable him and his people solve many of their nagging problems.
He therefore did anything humanly possible to encourage plant managers and the other workers to attach some level of importance to the ERP business meetings and to desist from unauthorized absenteeism. Each person on hearing this tried not to miss future sessions. Within a few years, all nine of company CS's divisions experienced considerable growth and success. They consider education as the key to the success they are enjoying. Do you hold the same view? Explain your standpoint.
[10 marks]

c. Write short notes on why ERP softwares fail.   [8 marks]

27. a. Write on the **objectives** and **steps** involved in conducting interviews.   [8 marks]

b. Identify and analyse four common interview mistakes made by the interviewer.   [6 marks]

c. In your opinion, what are the pros and cons of using "Prototyping" as a requirement Elicitation Technique

?   [6 marks]

27. a. Your survey on the ABC manufacturing company indicated that the company is currently

suffering low productivity which has in turn negatively affected the finances of the company. The company

threatens to lay off some of its workers. With the help of a clear Ishikawa diagram, identify the possible

causes of this unfortunate development and its effects.   [10 marks]

b. Briefly describe the following types of testing and do a comparative analysis on them.

      I. Black Box testing

      II. Grey Box testing

      III. White Box testing   [10 marks]