



**Bachelor of Information Technology (BIT) Programme
End Semester Examination (Semester 04)**

Module Name : Information Technology Management
Module Code : BIT 2203
Assessor : Ms. Chathurangi D. Weerasinghe
Batch : BIT 001
Date : 2021/10/30
Time : 8.00 AM to 1.00 PM an Alternative Online Assessment

Special Instructions to the candidates:

1. The Assessment is conducted online as Alternative Assessment according to Non-State Higher Education guidelines.
2. Part A – **Answer Question (1) - Compulsory**
3. Part B – **Answer Three (3) Questions Only** out of Four (4) questions.
4. Illustrate your answers with clear diagrams wherever applied.
5. The paper is marked out of 100 Marks.
6. Must be submitted on or before the deadline stated.
7. Follow the General Guidelines given by the Department of Examination for exam Start time and closing time

Part A – Answer Question 01. (Compulsory)

Question 01

Case Study - Solution of Management Information System in Restaurant

A server receives an order at a table and then types it into one of the restaurant's six online ordering terminals. If it's a salad, the order is routed to the cold-item printer; if it's a hot sandwich, it's routed to the hot-item printer; and if it's a drink, it's routed to the bar printer. The goods ordered and their pricing are automatically generated on a customer's meal check-listing (bill). The former three-carbon-copy guest check system, as well as any difficulties created by a waiter's handwriting, are gone with this ordering system.

When the kitchen runs out of a food item, the cooks transmit a 'out of stock' message to the dining room terminals, which is shown when waiters try to request that item. This allows waiters to receive faster feedback, allowing them to provide better service to customers. Other system elements assist restaurant management in planning and controlling their operations. The system delivers real-time statistics on the food products ordered, as well as percentages that illustrate how each item's sales compare to total sales. This assists management in planning menus based on customer preferences. The system also compares weekly sales totals to food expenditures, enabling for more precise cost control planning.

Furthermore, anytime an order is canceled, the reasons for the cancellation are recorded. This could help with management decisions later on, especially if the voids are always related to food or service. Because waiters and waitresses were involved in the selection and design process, user acceptance of the system is very high. Before deciding on a system, all potential users were asked to provide their thoughts and opinions on the various options.

Read the above case study based on Management Information System in a Restaurant and answer all the questions.

- i) Briefly explain Management Information System (MIS).

[04 marks]

- ii) “The information system makes it easier to make decisions. Planning, controlling, and making decisions are all management functions.” Explain how decisions can be taken successfully and what is the importance of decision making in the above system.

[05 marks]

- iii) List three (03) benefits of using an online computer system and three (02) advantages to management.

[06 marks]

- iv) What would make the system a more comprehensive management information system, rather than just a transaction processing system? Explain according to the above scenario.

[10 marks]

[Total = 25 marks]

Part B - Answer **Three (03) Questions Only** out of Four (04) questions

Question 02

- i) List five (05) Core Principles of COBIT 5 framework.

[10 marks]

- ii) Name three (03) benefits of using the COBIT 5 framework.

[05 marks]

- iii) Compare and contrast COBIT framework with other frameworks.

[06 marks]

- iv) Explain who use this COBIT framework and why.

[04 marks]

[Total = 25 marks]

Question 03

"Information technology security refers to the protection of data and, more specifically, the processing of data." Its goal is to keep unauthorized third parties from tampering with data and systems."

- i) One of the benefits of Security Awareness Training is that it improves organizational resilience against cyber threats. Define Security Awareness Training.

[06 marks]

- ii) Describe how contract negotiation aids in the development of a successful Vendor Relationship Management program.

[04 marks]

- iii) Explain why it is critical to understand customers' specific basic wants and expectations, and describe five (05) such needs.

[05 marks]

- iv) Explain Information integrity under IT protection goals and mention the importance of having such a protection.

[10 marks]

[Total = 25 marks]

Question 04

- i) Name all the stages of a project life cycle. [05 marks]
- ii) What is a project manager and list five (04) skills? [06 marks]
- iii) Explain the project management triangle. [06 marks]
- iv) Why it is important to have a project plan in each project? Explain. [08 marks]

[Total = 25 marks]

Question 05

- i) Briefly explain IT Strategic Plan. [02 marks]
- ii) List five (05) duties or responsibilities of an IT Manager. [05 marks]
- iii) Define SWOT analysis and explain it by giving at least one (01) real world example. *Hint: You can select any well-known company and do the analysis.* [08 marks]
- iv) Name all the phases of SISP and briefly explain each phase. [10 marks]

[Total = 25 marks]

***** End of the Paper *****