

THE INSTITUTE OF FINANCE MANAGEMENT



FACULTY OF COMPUTING, INFORMATION SYSTEMS AND MATHEMATICS

COMPUTER SCIENCE & MATHEMATICS DEPARTMENT

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSc-IT) - III

BSc IT III – Software Development

BSc IT III - Systems Administration

CSU 08211: COMPUTER SYSTEMS MANAGEMENT II

TEST 2

ACADEMIC YEAR 2018/2019

DATE: Friday, 21<sup>st</sup> June 2019

TIME: 55 minutes

**Instructions**

1. This paper has THREE (3) Questions only.
2. Attempt all.
3. You are reminded to Adhere to all Institute's Examination Regulations.

### QUESTION ONE:

Chief Information Officers (CIOs) encounter much pressure when conducting ICT governance. Explain at least six (6) known stressing issues that exert pressure on CIOs. (30 marks) *30 marks Risk*

### QUESTION TWO:

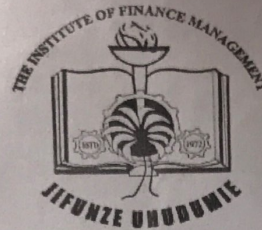
System Performance management is about monitoring several issues that are in the ICT investment of an organization. Explain in brief the three (3) best practices for managing the computer systems for better performance. (30 marks) *30 marks*

### QUESTION THREE:

Explain the reasons why IT systems are vulnerable. (40 marks) *40 marks*



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CSU 08211: COMPUTER SYSTEMS MANAGEMENT II

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TEST 1

ACADEMIC YEAR 2018/2019

DATE: Friday, 10<sup>th</sup> May 2019

TIME: 50 minutes

**Instructions**

1. This paper has THREE (3) Questions only.
2. Attempt all.
3. Adhere to all examination regulations.

**QUESTION ONE:**

Managing End-users requires a proactive and strategic focus. Discuss. (40 marks)

**QUESTION TWO:**

Explain the fundamental sources of change that triggers the configuration management processes in an ICT organization. (30 marks)

**QUESTION THREE:**

Describe the different ways of indentifying and classifying the end-user. (30 marks)