



kasneb

DICT LEVEL III

INFORMATION SYSTEMS PROJECT SKILLS

TUESDAY: 21 May 2019.

Time Allowed: 3 hours.

Answer ALL questions. Marks allocated to each question are shown at the end of the question.

QUESTION ONE

- (a) Outline five steps followed when defining an information system project scope. (5 marks)
- (b) Describe two indicators of poor performance of an information system in an enterprise. (2 marks)
- (c) Describe three causes of conflict between peer relationship during an information system's project lifecycle. (3 marks)
- (d) Consider the data in the table below for an information system project:

Activity	Dependency	Duration (weeks)	Weekly resource units
A	-	3	6
B	A and E	5	4
C	B	3	3
D	C, F and H	2	2
E	-	2	2
F	E	6	4
G	E	4	2
H	G	3	1

Required:

Use the above data to:

- (i) Draw a network diagram to calculate the total float. (5 marks)
- (ii) Draw a Gantt chart to represent the above project. (5 marks)

(Total: 20 marks)

QUESTION TWO

- (a) Work break structure (WBS) is commonly used in information systems projects to determine the project deliverables:

Required:

- (i) Explain two types of information system project deliverables. (4 marks)
- (ii) State two criteria used in defining deliverables in WBS. (2 marks)
- (iii) Distinguish between "mutual exclusivity" and "mutual inclusivity" as used in information system project management (ISPM). (4 marks)
- (b) Summarise three benefits of using software tools in information systems project management. (3 marks)
- (c) Describe two types of benchmarking used in information systems management. (4 marks)
- (d) Identify three factors that could be used as the basis for software quality reviews. (3 marks)

(Total: 20 marks)

QUESTION THREE

- (a) Summarise four criteria that could be used to classify and rank information systems projects. (4 marks)
- (b) June, a newly employed manager with ABC Inc. is faced with costing a major software project.

Required:

- (i) Describe the concept of project cost. (4 marks)
- (ii) Advise June on two types of cost estimates she could apply. (4 marks)
- (c) Highlight four reasons why projects fail to meet their objectives. (4 marks)
- (d) Enumerate four elements of an IS project management plan. (4 marks)

(Total: 20 marks)

QUESTION FOUR

- (a) Outline four items that could be included in an information system progress report. (4 marks)
- (b) An information system project might fail due to causes directly attributable to the manager. Explain four such causes. (4 marks)
- (c) XYZ Company is implementing a supply chain management system by acquiring off-the-shelf application packages:

Required:

- (i) State three business risks that XYZ would need to consider. (3 marks)
- (ii) List the actions that might be taken to deal with each of the three project risks stated in (c) (i) above. (3 marks)
- (iii) Highlight three project risks that the company should consider. (3 marks)
- (d) Suggest three relevant stakeholders who might be involved in the identification of potential IS projects. (3 marks)

(Total: 20 marks)

QUESTION FIVE

- (a) Describe the organisational process assets used in executing information systems (IS) project management. (2 marks)
- (b) Highlight three demerits of using virtual teams in IS projects. (3 marks)
- (c) A business case is the document that is concerned with the proposed project's contribution to the overall business strategy of the organisation.

Required:

- Explain two types of business case. (4 marks)
- (d) Project planning involves breaking the project into individual activities, analysing the dependencies between them, developing realistic schedules and documenting the activities in a way that is clear and accessible to all the concerned parties.

Required:

- Describe five contents of a comprehensive project plan. (5 marks)
- (e) Assess six factors influencing systems release planning. (6 marks)

(Total: 20 marks)

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