

KASNEB

DICT LEVEL III

INFORMATION SYSTEMS PROJECT SKILLS

TUESDAY: 22 November 2016.

Time Allowed: 3 hours.

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

QUESTION ONE

- (a) Citing two examples, explain the meaning of the term "cost/benefit analysis" in the context of information systems projects. (4 marks)
- (b) Describe four advantages of a project support office to an organisation. (8 marks)
- (c) It is natural to experience stress and conflict during project development.

Required:

Explain how destructive effects of stress could be minimised in an organisation during project implementation.

(8 marks)

(Total: 20 marks)

QUESTION TWO

- (a) When performing information systems scope management, project managers bump into issues along the way.

Required:

Discuss four problems that might arise when defining and documenting an information system's project scope.

(8 marks)

- (b) Information system projects, unlike most other types of projects have the potential to fail to meet their goals.

Required:

Isolate six factors that could influence the risk of failure of an information system project.

(6 marks)

- (c) Outline six activities which could be included in the information system project implementation phase.

(6 marks)

(Total: 20 marks)

QUESTION THREE

- (a) The table below shows the activities and duration taken during the development of a specific system.

Task	Description	Duration (Days)	Predecessor
A	Problem definition	5	-
B	Feasibility studies	15	A
C	System investigation	25	B
D	System analysis	15	B
E	System design	30	B
F	System development	10	C, D
G	System testing	10	E, F
H	Training/support	5	G
I	Handover and Go-Live	5	H

Required:

- (i) A network diagram for the above project. (4 marks)
- (ii) Determine the critical path of the project. (2 marks)
- (b) Outline six causes of information system's project failure. (6 marks)
- (c) Identify eight information systems project management functions. (8 marks)

(Total: 20 marks)

QUESTION FOUR

- (a) Distinguish between an “information systems project” and “information systems project management”. (4 marks)
- (b) Summarise four measures of success of an information systems project. (4 marks)
- (c) The database management systems files of an information systems project design document contain the final design of the database management.

Required:

Analyse the information contained in this section of information systems design documentation. (5 marks)

- (d) Identify seven reasons why an information systems project could be terminated at the user’s request. (7 marks)
- (Total: 20 marks)**

QUESTION FIVE

- (a) A project implementation team contains a mix of various team roles.

Required:

Describe the role of the following:

- (i) Chairman. (2 marks)
- (ii) Shaper. (2 marks)
- (iii) Monitor/evaluator. (2 marks)
- (b) Citing a mitigation measure in each case, summarise four barriers to communication during information systems project development. (8 marks)
- (c) Explain the following quality terms in relation to information systems projects:
- (i) Quality assurance. (2 marks)
- (ii) Quality control. (2 marks)
- (iii) Quality plan. (2 marks)
- (Total: 20 marks)**
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