



DICT LEVEL III

INFORMATION SYSTEMS PROJECT SKILLS

TUESDAY: 24 November 2020.

Time Allowed: 3 hours.

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

QUESTION ONE

- (a) (i) Highlight three characteristics of a project. (3 marks)
- (ii) Outline three unique attributes of information systems' projects that differentiate them from generic projects. (3 marks)
- (b) Describe the importance of the following phases of an information system's project life cycle:
- (i) Project identification and selection. (2 marks)
- (ii) Project design. (2 marks)
- (iii) Project monitoring. (2 marks)
- (c) Describe four methods that could be used for preparing estimates for information systems (IS) projects. (8 marks)
- (Total: 20 marks)**

QUESTION TWO

- (a) (i) With reference to information systems projects, define "risk management". (2 marks)
- (ii) Describe four measures that you would undertake in order to effectively manage risks in an information systems project. (4 marks)
- (b) XYZ Company Ltd. has been advised to implement a staff registration system.
- As a project manager for the above project, your initial responsibility is to develop a scope management plan for the project.
- Required:**
- Analyse the issues you would consider in the scope management plan. (8 marks)
- (c) Creating a good work break down structure (WBS) is not an easy task and usually requires several iterations.
- Outline six basic principles that would be applied in creating a good WBS. (6 marks)
- (Total: 20 marks)**

QUESTION THREE

- (a) Outline four benefits of using Program Evaluation Review Technique (PERT) in information systems project management. (4 marks)
- (b) Many information systems projects register high failure rate.
- Explain four possible causes of information systems project failure. (4 marks)

(c) The table below shows activities of a project, their predecessor and duration in weeks:

Activity	A	B	C	D	E	F	G	H
Predecessor	-	A	A	B	C	C	E,D	G,F
Duration in weeks	3	4	2	5	1	2	4	3

Required:

- (i) Draw a network diagram (activity and node diagram) for the project. (6 marks)
 - (ii) Determine the critical path. (2 marks)
 - (iii) Determine project duration. (2 marks)
 - (iv) Explain how the project would be affected if activity E was delayed by one week. (2 marks)
- (Total: 20 marks)**

QUESTION FOUR

(a) An information systems project must contain clearly defined project deliverables.

With reference to the above statement, formulate four questions that could be used to define the required project process deliverables. (4 marks)

(b) Managing information system projects is a complex task that requires fundamental knowledge in specific areas that play a pivotal role in the entire project.

With respect to the above statement, prepare a guideline specifying four key knowledge areas for effective project management. (8 marks)

(c) Samson is the ICT Manager in ABC Software Ltd. He has approached you with a request on the tools that he could deploy in planning and controlling the quality of a project.

Required:

Discuss four quality planning tools that are available for Samson to use. (8 marks)

(Total: 20 marks)

QUESTION FIVE

(a) Compile five steps that would be necessary to produce a resource-levelled project schedule. (5 marks)

(b) Suggest five factors that prevent effective information systems' (IS) project closeout. (5 marks)

(c) (i) Highlight four purposes of conducting meetings for information systems (IS) project teams. (4 marks)

(ii) Describe six characteristics of effective information systems (IS) project teams. (6 marks)

(Total: 20 marks)

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