

KASNEB

DICT LEVEL III

INFORMATION SYSTEMS PROJECT SKILLS

PILOT PAPER

September 2015.

Time Allowed: 3 hours.

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

QUESTION ONE

- (a) Identify five reasons why it is essential to plan an information systems project in detail before working on it. (5 marks)
- (b) Explain three ways of categorising projects. (3 marks)
- (c) Give four reasons why it is difficult to make estimations in information system projects. (4 marks)
- (d) The Delphi technique aims to achieve a consensus estimate from a number of estimates.
Explain how this is achieved. (8 marks)
- (Total: 20 marks)**

QUESTION TWO

- (a) Describe the phases of change leading to the introduction of a new information system for an organisation you are familiar with. (4 marks)
- (b) Every project is subject to risks.
Outline the process of risk management. (5 marks)
- (c) Give two advantages of work breakdown structure (WBS) and three advantages of product breakdown structures (PBS). (5 marks)
- (d) There are four broad reasons why organisations invest in large scale corporate IT development programs:
- Business survival.
 - Improved efficiency.
 - Potential competitive advantage.
 - External forces.

Required:

- Examine each of the four reasons given above. (6 marks)
- (Total: 20 marks)**

QUESTION THREE

- (a) Describe a strategy for managing client expectation. (4 marks)
- (b) Explain why listening to the client might be difficult. (4 marks)
- (c) Identify six qualities of a good project manager. (6 marks)
- (d) For any project to succeed all the persons involved must work as a team.
Explain how a project manager can make his/her team effective. (6 marks)
- (Total: 20 marks)**

QUESTION FOUR

(a) A project has the following duration and resource requirements:

Activity	Preceding Activity	Duration (Days)	Resource Requirement (Units)
A	-	6	3
B	-	3	2
C	-	2	2
D	C	2	1
E	B	1	2
F	D	1	1

- (i) Prepare a network diagram. (4 marks)
 - (ii) Prepare a Gantt Chart. (4 marks)
 - (iii) Prepare a resource aggregation profile. (4 marks)
 - (iv) Assume that there are only 6 units of resources. How would you plan the project? (4 marks)
- (b) Identify the stages of information system project lifecycle. (4 marks)

(Total: 20 marks)

QUESTION FIVE

- (a) Describe the characteristics needed in a risk owner. (6 marks)
- (b) There are many reasons why people resist the introduction of a new information system. Analyse how you would address any resistance to change by the end user of a new information system. (4 marks)
- (c) A team contains a mix of various team roles. Identify seven team roles. (7 marks)
- (d) Highlight three advantages of using computerised planning tools in project planning. (3 marks)

(Total: 20 marks)

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