

IMIS DIPLOMA QUALIFICATIONS

**Personal & Professional Practice in  
Information Systems (D1)**

Monday 2<sup>nd</sup> December 2013 14:00hrs – 17:00hrs

**DURATION: 3 HOURS**

Candidates should answer ALL the questions in Part A and THREE of the five questions in Part B. Part A carries 40% of the marks available and Part B carries 60%. Candidates should allocate their time accordingly.

*No reference material of any kind may be taken into the examination.*

[Turn over]

**PART A. Candidates should attempt all EIGHT questions.**

**Question 1**

Give TWO examples from recent news items of security being breached.  
Briefly explain what is meant by 'cyber security'.

(5 marks)

**Question 2**

Explain the term 'data protection' using TWO examples drawn from recent news items.

(5 marks)

**Question 3**

Explain briefly how and why you might deal with unethical behaviour of your manager in your organisation.

(5 marks)

**Question 4**

Using an example, describe the concept of business risk and how it might impact on a business's reputation.

(5 marks)

**Question 5**

List FIVE techniques that might help your staff to manage better their use of working time.

(5 marks)

**Question 6**

Explain, using an example of each, what distinguishes a 'professional' from a 'mere technician'.

(5 marks)

**Question 7**

Briefly describe the structure of a formal report and explain the consequences of not providing references.

(5 marks)

**Question 8**

Outline FIVE areas of human diversity that should be considered to avoid discrimination when recruiting staff.

(5 marks)

**PART B. Candidates should attempt THREE questions only. Clearly cross out 'surplus' answers; failure to do so will result in the first 3 answers being marked.**

**Question 9**

- a) Explain the distinction between written, verbal, and non-verbal communication with an example of each. (4 marks)
- b) State THREE ways in which you might communicate to colleagues at work. (3 marks)
- c) Briefly describe one advantage **and** one disadvantage for EACH of the THREE types of communication you have selected in your answer to Part b. (3 marks)
- d) Discuss how e-mail can be an effective and appropriate form of communication in the workplace and outline a situation when you might use it to communicate with:-
- i) A potential customer.
  - ii) A manager at work.

Include in your answer what might be the dangers or disadvantages of communicating by e-mail for each situation. (10 marks)

(Total 20 marks)

**Question 10**

A systematic approach to practice should be used by the IS professional when developing information systems.

- a) List and explain THREE overall objectives that should form the framework for systematic practice in the development of an information system.  
(6 marks)
- b) Briefly explain THREE areas where lack of focus by the IS professional might have an unwelcome effect on the development of an information system.  
(6 marks)
- c) Use a case study from your experience or study of this unit to illustrate what important knowledge might be gained from the process of **review** and **evaluation** of any information system after implementation?  
(8 marks)

(Total 20 marks)

**Question 11**

- a) Identify and define TWO social and ethical consequences of information technology which are now public issues in most countries.  
(6 marks)
- b) Describe the changes that have taken place in monetary transactions **and** explain what might be meant by 'a cashless society'.  
(6 marks)
- c) Describe a situation where you think that a disaster was caused by an Information Systems failure using a practical example.  
(8 marks)

(Total 20 marks)

**Question 12**

- a) Briefly explain how 'Intellectual property rights' might be regarded in different countries and how these rights might be legally protected. (6 marks)
- b) Piracy, trespass and vandalism as categories of cybercrime. Explain these categories using one example of each. (9 marks)
- c) Explain briefly how one might combat cybercrime across international borders. (5 marks)
- (Total 20 marks)

**[Turn over]**

**Question 13**

It is argued that Continuous Professional Development (CPD) is an essential element of self-reflection for an IS practitioner.

- a) Explain briefly what is meant by the term Continuous Professional Development (CPD). (3 marks)
- b) Give FIVE reasons why it is in your interest to learn. (5 marks)
- c) Give SIX strategies that can be used to promote learning within any organisation. (6 marks)
- d) Describe and discuss how you have gone about identifying your own Personal Development Pathway and creating your own CPD profile. (6 marks)

(Total 20 marks)

**END OF EXAMINATION.**