

IMIS DIPLOMA QUALIFICATIONS

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

Monday 2nd June 2014 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. Answer ALL questions in this section

Question A1

Various communication methods can be used to communicate with others in business including colleagues and customers.

Identify TWO communication methods and the possible effect on the recipient in each case.

(5 marks)

Question A2

Briefly explain what is meant by 'Self Awareness' and its importance in your dealings with colleagues.

(5 marks)

Question A3

Briefly explain the terms Patent and Copyright and TWO main differences between them.

(5 marks)

Question A4

Briefly explain the difference between a 'Code of Ethics' and a 'Code of Practice' giving a practical example of each.

(5 marks)

Question A5

A systematic approach includes both a Review and Evaluation.

Briefly explain the difference between 'Review' and 'Evaluation' giving a practical example of each.

(5 marks)

Question A6

From your own experience briefly describe TWO practical examples where time has been badly managed and the effect of poor time management in each case.

(5 marks)

Question A7

Describe ONE example from recent news where an IS professional has acted unprofessionally. State why you think the behaviour described is unprofessional.

(5 marks)

Question A8

Describe TWO examples of cyber-crime from recent news and the consequences of those crimes

(5 marks)

PART B. Answer any THREE of the following FIVE questions.**Question B9**

An interview is a central part of staff recruitment

- a) List THREE issues that need to be considered by the employer before the interview process, and explain their importance.
(6 marks)

- b) List the THREE stages that an interview should follow.
(3 marks)

- c) List THREE examples of questions that should not be asked in the interview in order to avoid discriminatory practice, indicating in each case the type of discrimination that is displayed.
(6 marks)

- d) Discuss why feedback should be given to unsuccessful candidates.
(5 marks)

(Total 20 marks)

Question B10

Stallman (2004) argues that software should be 'free' to use.

- a) Explain what is meant by 'free' in this context.
(5 marks)

- b) Discuss FOUR advantages of Free or Open Source software using a practical example.
(12 marks)

- c) Explain why commonly used search engines such as Google are free to use.
(3 marks)

(Total 20 marks)

Question B11

You have been asked to write a formal report on the implementation of a new software system in your business which involves all departments of the business.

- a) Describe how you might go about collecting the necessary information and identify THREE communication methods that you might use.
(6 marks)

- b) Discuss, using TWO practical examples, how you might deal with conflicting views and strong feelings amongst departmental colleagues
(8 marks)

- c) Describe how you would structure your report and the headings you would use.
(6 marks)

(Total 20 marks)

Question B12

- a) Explain the terms and describe the difference between 'Data Protection' and 'Computer Crime'
(6 marks)

- b) Briefly describe and discuss TWO practical examples from recent news items where personal data protection has been ignored.
(8 marks)

- c) Discuss the possible circumstances in which it might be ethical to breach Data protection laws.
(6 marks)

(Total 20 marks)

Question B13

Adair suggests a framework for decision making which involves working through five stages

- a) State and briefly describe the FIVE stages in Adair's framework.

(10 marks)

- b) Explain any TWO of the range of factors that may influence the decision making process with a practical example of each.

(10 marks)

(Total 20 marks)

END OF EXAMINATION