

IMIS HIGHER DIPLOMA QUALIFICATIONS

Information Systems Strategy (H2)

Tuesday 3rd June 2014 10:00hrs – 13:00hrs

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

- a) Explain briefly what a SWOT analysis is used for.

(1 mark)

- b) Using a business, such as Microsoft, apply the SWOT model, listing one issue under each heading.

(4 marks)

(Total 5 marks)

Question A2

- a) Draw and label the Project Triangle.

(1 mark)

- b) Describe the relationship of the elements.

(4 marks)

(Total 5 marks)

Question A3

Give examples for each of the three ingredients of planning, with an indication of how an IS system can support each of them.

(5 marks)

Question A4

State the titles and responsibilities of **three** of the chief officers who report to the CIO.

(5 marks)

Question A5

What questions do you need to ask when assessing how IS can support work? You may use the work design framework diagram, or list the questions.

(5 marks)

Question A6

What are the 5 goals of information security?

(5 marks)

Question A7

What is the PESTLE model, and how should it be used?

(5 marks)

Question A8

If you are evaluating an information resource, defined as the available data, technology, people or processes, what five questions do you need to ask?

(5 marks)

PART B. Answer any THREE of the following FIVE questions.

Question B9

Draw Porter's Five Forces model, prepare to analyse the competitive environment of your education institution. What questions will you need to ask to obtain the information to do this?

(20 marks)

Question B10

Describe the four Knowledge Management processes. You may use examples from a business (such as a car manufacturer) to clarify your explanation.

(20 marks)

Question B11

- a) Draw and describe the management pyramid, showing the three different levels of management within the organisational hierarchy above the working base.

(4 marks)

- b) At these four different levels, the six characteristics of the information required vary. Describe these characteristics and how the requirements vary at each level.

(16 marks)

(Total 20 marks)

Question B12

Using the Information Systems Strategy Triangle and the Information Systems Strategy matrix, describe Information Systems Strategy and explain how it aligns with that of the business.

(20 marks)

Question B13

- a) As IS manager, you are proposing a major change in the way you work - using the Cloud. Describe up to 3 benefits are you expecting from this, related to the way you will be using it.

(10 marks)

- b) And what issues – under cost, risk, reliability, security and change management – will you have to deal with?

(10 marks)

You may use examples from industry to explain these.

(Total 20 marks)

END OF EXAMINATION