



FACULTY OF MANAGEMENT EXAMINATION

DEPARTMENT OF APPLIED INFORMATION SYSTEMS

MODULE : IT MANAGEMENT 1B

CODE : ITB1B01

DATE : 11 NOVEMBER 2014

DURATION : 3 HOURS

TIME : 12h30

TOTAL MARKS : 100

EXAMINER(S) : MR WIKUS ERASMUS

(EXTERNAL) MODERATOR(S): MR JAN MENTZ

NUMBER OF PAGES : 2 PAGES

INSTRUCTIONS TO CANDIDATES:

- Question papers must be handed in.
- This is an open book assessment and electronic notes, laptops and tablets are allowed
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

This paper consists of 6 questions. Please answer all the questions.

QUESTION 1

Write a diary entry of "A Day in the Life of an IT Manager". Start with Monday and end with Friday detailing the normal day to day activities of an IT Manager.

(25)

QUESTION 2 – Refer to case study

Discuss the 4 components that make up the information system in the case study. Which two components will you place an emphasis on to ensure the successful implementation of the particular system? Why?

(15)

QUESTION 3 – Refer to case study

In the attached case study, the organisation is attempting to deal with certain issues they are experiencing. A clever junior executive has suggested that a full suite ERP system needs to be installed. You are clearly of a different opinion. Explain your position to the board and why it is the RIGHT position.

(15)

QUESTION 4

Your best friend has decided that she/he is going to open up a video rental shop. Tell her/him why this is a bad idea.

(20)

QUESTION 5

The rise of mobile devices has impacted business greatly.

5.1 What is the implication for systems design and selection?

5.2 What is the role of the user in systems design and selection?

(10)

QUESTION 6

Please answer the following:

6.1 To your mind, what are the 5 key ethical issues IT managers need to deal with?

6.2 What are 5 key considerations on deciding how much IT security you want to implement in your organisation.

6.3 What role should environmental sustainability play IT management?

(15)

[100]