



**COLLEGE OF BUSINESS AND ECONOMICS**  
**SCHOOL OF CONSUMER INTELLIGENCE AND INFORMATION SYSTEMS**  
**DEPARTMENT OF APPLIED INFORMATION SYSTEMS**  
**ITB2B01 INFORMATION TECHNOLOGY MANAGEMENT 2B**  
**JANUARY SUPPLEMENTARY EXAMINATION**

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<b><u>DATE</u></b>	:	11 JANUARY 2018
<b><u>DURATION</u></b>	:	2 HOURS
<b><u>TIME</u></b>	:	
<b><u>TOTAL MARKS</u></b>	:	100

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<b><u>EXAMINER</u></b>	:	DR. SM DUBE
<b><u>EXTERNAL MODERATOR:</u></b>		PROF. T ZUVA
<b><u>NUMBER OF PAGES</u></b>	:	3 PAGES

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**INSTRUCTIONS TO CANDIDATES:**

- **ANSWER ALL QUESTIONS**
- Question papers must be handed in. DON'T WRITE ON QUESTION PAPERS.
- This is a **closed book** assessment.
- Read the questions carefully and answer in the exam booklet.
- Number your answers clearly. DON'T USE HIGHLIGHTERS.
- 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.

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## **QUESTION 1**

**(15)**

Draw a diagram indicating the relationship between problem management, change management and request management. Make use of an example to discuss and describe these relationships.

## **QUESTION 2**

**(15)**

### **FNB online systems hit by downtime**

Johannesburg - Customers of First National Bank (FNB) have reported issues with accessing the bank's online services on Friday afternoon.

The customers have taken to social media website Twitter to express their frustration at not being able to access the FNB banking website.

Other customers have reported about the bank's mobile application also suffering downtime. Fin24 has reached out to FNB for comment on what has caused the downtime.

**UPDATE:** *Later on Friday afternoon, FNB tweeted that it has started restoring services. View the update.*

FNB told Fin24 late Friday afternoon that there was a temporary dip in its transaction volumes related to intermittent connectivity breaks around 15:00.

"However, our banking systems have been working normally through the day. We have since noted that all services are back to normal levels. FNB apologizes for any inconvenience," the bank said.

Technical glitches have continued to hit big companies in South Africa.

Vodacom on New Year's Day suffered an error whereby it double debited customers. The network subsequently reimbursed customers and has promised to pay back affected banking charges.

Meanwhile, First National Bank (FNB) and Standard Bank suffered glitches last year that affected services such as online banking.

And internet services, contact centers and shops affiliated with telecoms company Telkom were briefly offline on September 18 last year following a network switch failure at one of its data centers in Centurion, Gauteng.

### **Answer the following Questions:**

1. Based on the case study explain the concept of opening and closing problem tickets.

(8)

2. Provide an insightful opinion on why was FNB's online system temporarily down.

(7)

**QUESTION 3****(25)**

Configuration management is the least appealing process but it is also one the most necessary processes. Name and describe in detail any FIVE processes that can be used to improve configuration management, within the BYTES IT division that ensures high quality configuration management. (5 marks for naming and describing each process).

**QUESTION 4****(25)**

Network management is the most integrated process within IT Systems Management. Identify any five (5) processes associated with network management and make use of a diagram as well as an appropriate example to DISCUSS the influence of these processes (4 marks for naming and describing each process).

**QUESTION 5****(20)**

Discuss any five (5) steps on how to develop an effective capacity planning process (4 marks for naming and describing each step).

**TOTAL [100]**

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