



# TECHNICAL UNIVERSITY OF MOMBASA

## *Faculty of Engineering & Technology*

DEPARTMENT OF COMPUTER SCIENCE & IT

UNIVERSITY EXAMINATIONS 2012/2013  
FOR THE DEGREE OF BACHELOR OF TECHNOLOGY IN INFORMATION  
COMMUNICATION TECHNOLOGY

### **EIT 4308: ICT PROJECT MANAGEMENT**

SUPPLEMENTARY/SPECIAL EXAMINATIONS

**SERIES:** FEBRUARY 2013

**TIME:** 2 HOURS

#### **INSTRUCTIONS:**

- This paper consists of **FIVE** questions
- Answer questions **ONE** and any other **TWO** questions.

***This paper consists of Four printed pages.***

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#### **QUESTION 1**

- (a) Discuss the reasons why there may be user resistance to the introduction of the new system and explain the types of support that could be organized to help users utilize technology efficiently. **(5 marks)**
- (b) Explain issues that should be considered before successfully implementing recommended system. **(8 marks)**
- (c) List and describe the options an organization has if they choose not to develop their software in house. **(7 marks)**
- d) Explain the following as used in project management. **(10 Marks)**
  - i) Planning
  - ii) Risk management
  - iii) Human Resource Management
  - iv) Communication Management

v) Procurement Management

## QUESTION 2

Briefly discuss the following in relation to project management information systems

- a) Business process management
  - b) Disaster recovery planning
  - c) Prototyping
  - d) Semi-structured decisions
  - e) Decision Support System
- (20 Marks)**

## QUESTION 3

- (a) Discuss three key technology trends that raise ethical issues. Give an example of an ethical or moral impact connected to each one. **(6 Marks)**
- (b) List and describe the potential computer-related health risks which could affect the modern employee. **(6 Marks)**
- (c) Explain how the internet challenges the protection of:-
  - i. Individual privacy
  - ii. Intellectual property**(8 Marks)**

## QUESTION 4

- (a) Define the term ‘digital goods’ and compare and contrast them to traditional goods. **(6 Marks)**
- (b) What are the business advantages and disadvantages of cloud computing? **(6 Marks)**
- (c) What management, organization, and technology issues should be considered when selecting computer hardware and software? **(8 Marks)**

## QUESTION 5

- (a) Discuss the reasons why it is necessary for businesses to invest so heavily in information systems and why there is such a high variability in the returns firms receive from their investment. **(6 Marks)**
- (b) How can firms assess the value of information systems projects? **(7 Marks)**
- (c) Describe the information system problems that result from poor project management. **(7 Marks)**