UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
FIRST SEMESTER 2009/2010 SESSION

CODE/COURSE : STID3033 – IT MANAGEMENT
DATE : 9 NOVEMBER 2009
TIME : 9.00 – 11.30 AM (2 1/2 HOURS)
VENUE : DTSO / KYM

INSTRUCTIONS:
1. This exam paper contains TWO (2) sections i.e., Section A and Section B, in THIRTEEN (13) printed pages, excluding the cover page.
2. Section A contains TWENTY THREE (23) structured questions. Section B contains ONE (1) essay question. You are required to answer ALL the questions.
3. Answer ALL questions in the space provided.
4. You are NOT ALLOWED to remove the exam paper from the examination hall.

MATRIC NO.: ___________________________ (in words) (in figures)
IDENTITY CARD NO.: ___________________________  ___________________________
LECTURER: ___________________________
GROUP: ______  TABLE NO.: ______

DO NOT OPEN THIS QUESTIONS BOOKLET UNTIL FURTHER INSTRUCTION
SECTION A: STRUCTURED QUESTIONS (80 MARKS)

1. Name THREE (3) of the organizational resources. (3 marks)

2. Describe briefly TWO (2) mediators of business. (4 marks)

3. By giving example and a scenario based on TWO (2) points of the followings, describe briefly how technology has reshaped organization.
   a) Electronic Applications
   b) Virtual Learning
   c) Telecommuting/Telework/SOHO
   d) Globalization/Borderless (4 marks)
4. How do THREE (3) general types of planning horizon differ from each other? (6 marks)

5. What does the following terms mean in the context of IT Management?
   a) Depreciation (1 mark)
b) Obsolescence  

(1 mark)

6. Based on the Figure 1 below, explain briefly how Vision, Mission and Strategy interrelate with each other from the top management point of view.  

(3 marks)

**Figure 1:** Vision, Mission, and Strategy.
7. How does trends in semiconductor plays roles in boosting up organizations’ productivity and profit? Briefly explain THREE (3) points. 

(6 marks)

8. Why do we need to manage Application Program Resources? Give TWO (2) points. 

(4 marks)
9. Organization has many alternatives in managing application development. One of the alternatives is by purchasing application. State TWO (2) advantages and disadvantages each of the alternatives.

(4 marks)

10. E-business Application has become one of the most favorable applications nowadays. State and briefly explain TWO (2) main elements that are most important in setting up an e-business application.

(4 marks)
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11. Organization has realized the significance of Change Management.
   a) Give the definition of Change Management (1 mark)
   
   b) State TWO (2) of the Change Management Process (elements). (2 marks)

12. What is a Batch System Processing? (1 mark)

13. Performance Management is a technique defining, planning, measuring, analyzing, reporting, and improving on infrastructure performance.
   a) Name THREE (3) elements of Performance Management. (3 marks)
b) Naturally, Performance Management has linking importance with Capacity Management. Briefly explain inter-relationship between those two areas.

(2 marks)

14. Firms need an objective financial measure for understanding costs of IT as well as the benefits. Why does IT Accounting is important for Project Managers? Give FOUR (4) points.

(4 marks)

15. State TWO (2) major alternatives for handling IT Cost Recovery.

(2 marks)

16. State TWO (2) reasons of why IT Controls are important to Project Managers.

(2 marks)
17. State and briefly explain **THREE (3)** of control responsibilities.  

(6 marks)

18. Networks faces active and passive threats. Network managers must control system and data access security.
   
   a) What is an active threat?  
   
   (1 mark)

   b) What is a passive threat?  
   
   (1 mark)

   c) State and briefly explain **TWO (2)** ways of ensuring network is being secured.  
   
   (2 marks)
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19. Define and explain the meaning of the followings:
   a) Intranet (1 mark)

   b) Extranet (1 mark)

20. State TWO (2) issues of distributed computing (2 marks)

21. State FIVE (5) task of strategic management (5 marks)
22. Why does Return on Investment (ROI) have become an important measure in IT investment? (2 marks)

23. State **TWO (2)** types of Tactival IT Strategic Plans. (2 marks)
SECTION B: ESSAY QUESTIONS (20 MARKS)

1. Porter has invented a new competitive forces model to show the interaction of external influences, threats and opportunities.

![Diagram of Porter's Competitive Forces Model]

**Figure 2: Porter's Competitive Forces Model**

a) Describe picture in Figure 2 above in the context of visualizing the competitive forces.

(10 marks)
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Then, explain how Wiseman’s Theory of Strategic Thrusts can counter the Porter’s Competitive Forces.

(10 marks)