INSTRUCTIONS:

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

This paper consists of Four printed pages.

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.

i) Planning

ii) Risk management

iii) Human Resource Management

iv) Communication Management

(10 Marks)
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)