

COMMONWEALTH OF AUSTRALIA

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Family Name	
Given Names	
Student Number	
Teaching Period	Semester 1, 2016

FINAL EXAMINATION	DURATION
BIS342 – Enterprise IT Management	Reading Time: 10 minutes
	Writing Time: 120 minutes

INSTRUCTIONS TO CANDIDATES

EXAM CONDITIONS

You may begin writing from the commencement of the examination session. The reading time indicated above is provided as a guide only.

This is a CLOSED BOOK examination

No calculators are permitted

No handwritten notes are permitted

No dictionaries are permitted

ADDITIONAL AUTHORISED MATERIALS	EXAMINATION MATERIALS TO BE SUPPLIED
No additional printed material is permitted	1 x 20 Page Book

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DOUBLE-SIDED.**

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Section – A

This section has one question. The section is worth 10 marks. You must answer this question.

Question A1

Assume you have recently taken charge as CIO of a company that is similar to eBay. It is the right time to improve the global sales by introducing cutting edge technologies in sales and operations. You have to write a strategy to implement the vision of your company, which is “Reaching the customer via mobile sales”. Explain in detail, the considerations you will take into account for completing this strategic report.

Section – B

Answer any 5 of 7 questions. Each question is worth 8 marks. The section is worth 40 marks. In each question Part A is worth 4 marks and Part B is worth 4 marks.

Question B1

- A. Explain the critical factors used for evaluating outsourcing partners.
- B. What are the reasons for organisations to turn to outsourcing?

Question B2

- A. Risk is part of any business or organization. Explain any four(4) IT-related risks with an example.
- B. Discuss the critical areas for an IT manager to be successful

Question B3

- A. Briefly summarise the advantages of implementing ERP in a SaaS environment over a traditional ERP implementation where the software is purchased and runs on the user organization’s computers. Identify any disadvantages?
- B. Write down any four (4) best practices to ensure successful ERP implementation.

Question B4

- A. Explain the key advantages of implementing SOA(Service Oriented Architecture).
- B. Explain high-order thinking in Enterprise Architecture. How does Enterprise Architecture enable high-order thinking?

Question B5

- A. What is meant by “reasonable expectation of privacy”? Provide an example of a situation where an individual has such an expectation. Provide an example of a situation where an individual should not have such an expectation.
- B. Explain how the role of a good security policy will play a major role in defending the organizations information assets.

Question B6

- A. Your company is planning to migrate to cloud computing, but some powerful group in your team wants to retain the current architecture. Explain your recommendations with justification
- B. Explain the factors that needs to be highlighted primarily in any corporate ethics policy

Question B7

- A. Explain any four key terms to be focussed by managers to advance the use of IT effectively in the business.
- B. To implement a new IT system successfully, a company has to undergo changes drastically. Explain four reasons as to why people resist the changes.

!End!