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Family Name					
Given Name/s					
Student Number					
Teaching Period	Semester 1 Special, 2018				

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

INSTRUCTIONS TO CANDIDATES

This examination has two (2) sections:

Section A: Suggested Time: 25 mins	Long Answer Question: This question is compulsory Marks as indicated on paper. (Total marks = 10) Please answer only on the lines in the space provided on this booklet for this question.
Section B: Suggested Time: 95 mins	Short Answer Questions: Answer any 5 questions out of 7 questions. Marks as indicated on paper. (Total marks = 40) Please answer only on the lines in the space provided on this booklet for each question.

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
None	None

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DOUBLE-SIDED.**

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Section B
Short Answer Questions
Total Number of Marks for this Section: 40
Answer any Five (5) out of Seven (7) questions.

This section should be answered on the lines in the space provided on this exam booklet only.

Marks for each question are indicated. Suggested Time allocation for Section A: 95 mins.

Question B1 (8 Marks)

Identify (2 marks) and discuss (6 marks) four ways that can be taken by organizations to safeguard people from phishing, smishing, and vishing scams?

Question B2 (8 Marks)

Examine how enterprise architecture allows for the development of new value propositions (4 marks). Provide 2 specific examples of how a particular enterprise architecture provides new value propositions to the business (4 marks).

Question B3 (8 Marks)

There are three strategic planning approaches which are issues-based, organic and goals-based. Compare and contrast these three approaches (6 marks) along with provide one specific example for each (2 marks).

Question B4 (8 Marks)

What is meant by management expectations (4 marks), and how can they affect the acceptance of new IT (2 marks)? Suggest two strategies management can use to ensure acceptance of new IT (2 marks)

Question B6 (8 Marks)

What is a disaster recovery plan (2 marks)? Explain the various processes involved in developing a disaster recovery plan (6 marks)?

Question B7 (8 Marks)

Suggest four tips to avoid a failed implementation of an enterprise system (4 marks) and give a specific example for each tip (4 marks).

- **End of Examination** -