JARAMOGI OGINGA ODINGA UNIVERSITY

OF SCIENCE & TECHNOLOGY

UNIVERSITY EXAMINATIONS 2012/2013

2ND YEAR 1ST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF SCIENCE IN INFORMATION TECHNOLOGY SECURITY AND AUDIT

(KISUMU L.CENTRE)

COURSE CODE: IIT 5211

COURSE TITLE: INTRODUCTION TO GLOBAL OUTSOURCING

DATE: 12/8/2013   TIME: 9.00-12.00 NOON

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper consists of 5 Questions.
2. Answer any (THREE) 3 Questions.
3. Write your answers on the answer booklet provided.

1. a) Distinguish between domestic and offshore IT outsourcing.   (5 marks)

   b) Suggest and justify **three** laws for offshore IT outsourcing   (15 marks)

2. a) Explain the term Multi Tower Outsourcing (MTO) as used in IT.   (4 marks)

   b) Discuss **four** principal issues that an organization needs to address in Multi Tower Outsourcing.   (16 marks)

3. a) Briefly explain why you would suggest Cloud based IT outsourcing to an organization.
            (5 marks)
   b) Discuss the Human Resource (HR) conflicts that may arise from IT outsourcing.
            (15 marks)

4. Discuss how Global IT outsourcing will impact economy of Kenya in the short and the long term.   (20 marks)

5. Outsourcing is taking root in Kenya Universities. Identify three areas in which IT outsourcing is practiced at JOOUST and in each case outline the impact on the university management.   (20 marks)