



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR SCIENCE IN
SECURITY AND FORENSICS**

2nd YEAR, 1st SEMESTER 2020/2021 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: IIT 3222

COURSE TITLE: INFORMATION TECHNOLOGY POLICY AND STRATEGY

EXAM VENUE:

STREAM:

DATE: APRIL 2019

EXAM SESSION:

TIME: 2.00 HOURS

INSTRUCTIONS:

- 1. Answer Question 1 (Compulsory) and ANY other two questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

QUESTION 1 [30 MARKS]

- a) Define the following concepts:
 - i. IT Guidelines **(2 marks)**
 - ii. IT Standards **(2 marks)**
- b) Enumerate four components of an ICT policy. **(4 marks)**
- c) Explain the role of Chief Information Security Officer (CISO) in an organization. **(2 marks)**
- d) What is an ICT interoperability framework? **(2 marks)**
- e) Explain the difference between an ICT policy and an ICT strategic plan. **(4 marks)**
- f) Identify the four roles of strategic planning. **(4 marks)**
- g) What is a standard? **(2 marks)**
- h) Identify the bodies that issues standards in Kenya. **(2 marks)**
- i) IT Governance is not just an IT issue or only of interest to the IT function. In its broadest sense it is a part of the overall governance of an entity, but with a specific focus on improving the management and control of Information Technology for the benefit of the primary stakeholders. IT Governance spans the culture, organization, policy and practices that provide for IT management and control.
List the five key areas of IT governance. **(5 marks)**
- j) Give reasons why there is need for executive management support when implementing IT policies. **(1 mark)**

Question Two (20 Marks)

- a) ICT plays a large role in our day-to-day lives, addressing challenges facing Kenyans in general. Particular sectors such as finance, health, education, agriculture and the Government are quickly embracing technology for dissemination of information, enhancement of service delivery and to reach their customers more effectively and efficiently. Explain the role of the Kenyan government in implementation of ICT developments in Kenya. **(12 marks)**
- b) You have been asked to write an ICT training policy. Give an overview of 8 aspects it will cover. **(8 marks)**

Question Three (20 Marks)

- a) Examine the potential benefits and dangers of a strategic plan **(10 marks)**
- b) Outline the challenges faced by managers when managing strategy development processes. **(5 marks)**
- c) Explain the reasons as to why there is need to adopt standards in an organization. **(5 marks)**

Question Four (20 marks)

- a) For easy dissemination of IT policies in an organization, there is need to develop a consultation model which involves processes and methods. Identify the two types of consultation methods and give 3 examples of each. **(8 marks)**
- b) A SWOT analysis guides you to identify the positives and negatives inside your organization (Strength & Weakness) and outside of it, in the external environment (Opportunity & Threat). Using Safaricom Kenya as an example, conduct a SWOT analysis that will enable the organization to move from everyday problems and traditional strategies to a fresh prospective. **(12 marks)**

Question Five

- a) Xian Xi Chi, A Chinese cloud computing service provider wishes to establish new operations in Nairobi to serve its growing interest in the East African region. You have been approached by the company for advisory services. They require knowledge of their competitive advantage. Using Porter's Five Force Analysis, develop an advisory note for the Chinese company. **(20 marks)**