



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS**  
**UNIVERSITY EXAMINATION FOR THE BACHELOR OF INFORMATION**  
**COMMUNICATION TECHNOLOGY**  
**3<sup>st</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: ICT 3418**

**COURSE TITLE: GROUP DESIGN WORKSHOP**

**EXAM VENUE: STREAM: ICT**

**DATE: EXAM SESSION:**

**TIME: 2.00 HOURS**

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**INSTRUCTIONS:**

- 1. Answer Question 1 (Compulsory) and ANY other three 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 ONE 30 MARKS**

You have been asked to develop a half-day training course for a major British IT company on Project Management and good practice. This will be aimed at over 300 full-time and part-time staff, who handle requests ranging from concept/system proposals to change requests from customers 24 hours a day, 7 days a week. These staff had a degree in a relevant subject and a basic IT training on joining the company, but most have advanced expertise of using computers tools for project management in a commercial environment.

Note that staff will take the course in groups not exceeding 15!

- (a) Discuss how you would approach the topic of KEY knowledge areas as part of this course.  
(12 marks)
- (b) Explain how you would encourage participants in the training course to take personal responsibility for the timely delivery of the project output.  
(10 marks)
- (c) How could the course be designed to actively involve participants?  
(8 marks)

### **QUESTION TWO 20 MARKS**

You have a department of 10 programmers and 5 analysts, working in developing and maintaining commercial applications in Oracle and SQL. SSADM is the standard systems design methodology.

- a) Identify the issues you see as relevant in setting up a quality management system (QMS) in this department
- b) Recommend an appropriate QMS
- a) Explain why successful information technology project depends on the commitment of senior management

### QUESTION THREE 20 MARKS

Three alternative systems are being considered. The estimated costs and benefits are as stated below:

	Project A	Project B	Project C
Dev. Time (years)	2	1	3
Costs (£k)	40	25	70
Benefits year 1 (£k)	10	5	10
2	25	10	30
3	25	10	45
4	10	5	60
5	10	-	75

- Which system seems the most attractive financially? (8 marks)
- A part from the method you have used in b) above discuss two other approaches

(12 marks)

### QUESTION FOUR 20 MARKS

As the newly-appointed Project Manager of a leading UK lean engineering services company, you need to recruit a python programmer for an urgent role within a project that is already behind schedule.

- Draw a job advert for person specific on the roles and responsibilities of the person and provide a small guideline of the interview process. 10 MARKS
- Explain why identifying the stakeholders in a project is an essential part of project management 10 MARKS

### QUESTION FIVE 20 MARKS

A major EU consultant group specialising in large IT projects employs over 1,500 permanent IT staff at its 2 major UK centres. Over the last 5 years, they have typically experienced 10% wastage per annum, whether through retirement, staff leaving for employment elsewhere, or occasionally being dismissed. They replace these through recruitment, both internal and external.

- Explain what security concerns you might have about staff who leave the organisation.

(8 marks)

- What management/supervision issues might you want to address on an on-going basis for IT staff?

(12 marks)