



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE
AND TECHNOLOGY**

UNIVERSITY EXAMINATION 2012/2013

**1ST YEAR 2ND SEMESTER EXAMINATION FOR THE DEGREE
OF MSC IN INFORMATION TECHNOLOGY MANAGEMENT**

KISUMU LEARNING CENTRE

COURSE CODE: ICT 5121.

TITLE: PROJECT MANAGEMENT IN IT

DATE: 16/4/2013

TIME: 9.00-12.00NOON

DURATION: 3 HOURS

INSTRUCTIONS

- 1. This paper contains FIVE (5) questions**
- 2. Answer question 1 (Compulsory) and ANY other 2 Questions**
- 3. Write all answers in the booklet provided**

Question 1: 20

- a) What is Project Management in Information Technology 4marks
- b) Explain advantages of Portfolio Management in IT 4marks
- c) Explain the following tools used in project management and specify the advantage of each
 - i. Gantt Charts
 - ii. PERT Charts
 - iii. Work Breakdown Structures (WBS). 12marks

Question2:20marks

- a) Explain the characteristics of different leadership styles. 6marks
- b) As an IT manager identify different source of conflict in an organisation 4marks
- c) Cohesiveness and Team building is lacking in AZT company, the management has appoint you to be a Team lead in ensuring that normalizing and productivity returns to the company. Discuss what should be done to improve team building processes 10mark

Question 3: 20marks

- a) Discuss project risk management process . 10marks
- b) What is a contract, state and explain circumstance in which obligated companies may breach terms of Contracts. 6mark
- c) State and explain the importance of doing a budget before the start of a project 4marks

Question4:20marks

- a) The owner of a Business Process Outsourcing is considering modernizing and expanding the current 32- IT business shopping complex. He hopes to add 8 to 10 new business outsourcing Units or tenants to the IT business shopping complex. The specific activities that make up the expansion project, together with information on immediate predecessor and completion time, are listed in the following table

Activity	Activity Description	Immediate Predecessor	Completion Time (weeks)
A	Prepare architectural drawings	-	5
B	Identify potential new tenants	-	6
C	Develop prospectus for tenants	A	4
D	Select contractor	A	3
E	Prepare building permits	A	1
F	Obtain approval for building permits	E	4
G	Perform construction	D, F	14
H	Finalise contracts with tenants	B, C	12
I	Tenants move in	G, H	2
			Total 51

Answer the following questions:

- i) What is the total completion time of the project? 5marks
- ii) What are the scheduled start and completion time for each activity? 5marks
- iii) Which activities are critical and must be completed exactly as scheduled in order to keep the project on schedule? 6marks
- iv) How long can the non-critical activities to be delayed before they cause a delay in the completion time for the project? 4marks

Question5: 20marks

- a) Kencall Internal group of companies have \$1,000 investment that earns \$50 in interest Calculate the Return On Investment on this type investment of the Kencall Investment 5marks
- b) Explain the benefit derived from using ROI in investments 10marks
- c) Explain the alternative dispute resolution mechanisms used in solving Contract disputes in project management 5marks