Summer Examinations 2016

BUS301316N

Module Title Strategic Information Systems
Level Six
Time Allowed Two hours

Instructions to students:

- Enter your student number not your name on all answer books.
- Answer two out of three questions.
- All questions are equally weighted.
- Begin each question in a separate answer book; label each answer book clearly with the number of the question you are answering.
- Students are permitted to take two sides of A4 paper in Arial font size 12 into the examination room. All notes should be attached to the answer books at the end of the examination.

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Please note the following as a guide whilst you construct your answers:

The questions in this examination paper are focussed on the need for strategic management of IT services built on IT systems and service management principles. The notes you bring into the exam should be “prompts” and not directly copied down. If so, the maximum grade will be a D.

This examination will test your ability to critically analyse each problem statement. To do this you need to coherently discuss the topic (not use bullet points). You should demonstrate sound knowledge of any techniques you discuss. Diagrams must be correctly labelled. You should provide examples of any technologies you might discuss especially as they confirm and support what you have critically discussed.

You must write in such a way that is readable with the use of good spelling and grammar. Incomprehensible scripts will be deemed a fail grade.

**Question 1**

“Green IT in practice”

To meet expectations and to ensure the use of computer-based systems meet environmental targets, it is important for all organisations to take proactive and sustained interventions from a management and organisational perspective.

In answering this question, you should mainly consider the background to Green IT and the practical aspects and interventions. You can bring in quality sources to explain your answers.

- **a.** Discuss the background and current issues with regards to Green IT. **(12 marks)**
- **b.** Describe in detail practical and measurable interventions which are seen as useful to ensure that Green IT initiatives are workable in a contemporary organisation. **(24 marks)**
- **c.** Critically evaluate the challenges of using metrics as part of measurement. **(14 marks)**
Question 2

The so-called “internet of things” is a new phenomena which is progressively affecting people and businesses. Based on sophisticated use of web-based technologies and data, it is increasingly being heralded as the new opportunity for society. However, some authorities argue that it provides some unique challenges.

In answering this question, you should consider aspects relating to business organisation and management in particular:

a. Describe in detail what it is and how it is currently used. (20 marks)
b. Critically discuss the positive and negative effects it can have. (10 marks)
c. Critically analyse the role of internet governance as a mechanism to add control and provide user confidence. (20 marks)

Question 3

“Choose your own Device”, is an option often used by IT managers, which then allows staff within their organisation to select an end-user device that they can use as part of their job. It is believed that this provides staff with the opportunity to take better control of how they interact with their organisation’s IT systems. However, it is often noted that giving choice can also have its downside.

In answering this question, you should consider the following aspects:

a. Discuss the term in contemporary language, including its history in relation to IT systems. (24 marks)
b. Critically discuss the positive and negative aspects of giving staff the choice of using their own devices. (13 marks)
c. Critically discuss the positive and negative aspects of giving staff “company-based choices” of what equipment they can use. (13 marks)