



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

**THIRD YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE,
BACHELOR OF SCIENCE (COMPUTER SCIENCE)**

CSC 321: ICT PROJECT MANAGEMENT

DATE: APRIL 9, 2018

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

Answer Question ONE and ANY other two Questions

QUESTION ONE (30 MARKS)

- a) Outline and explain various methods of project appraisal. (5 marks)
- b) Discuss the various reasons why there may be user resistance to the introduction of the new system (5 marks)
- c) Explain the types of support that could be given to help users utilize technology efficiently. (5 marks)
- d) Describe any two attributes that make IT projects different from other projects. (5 marks)
- e) Explains five measures of a successful project (5 marks)
- f) Discuss the following terms used in Ict project management
- i) change management
 - ii) Configuration management
 - iii) Abstract system
 - iv) Entropy
- (5 marks)
- g) Explain the following phases in project management (5 marks)
- i) Planning

- ii) Risk management

QUESTION TWO (20 MARKS)

- a) List and describe the advantages for organization if they choose not to develop their software in-house (6 marks)
- b) Describe the reasons why organizations fail to achieve their systems development objectives. (6 marks)
- c) You are a project manager in a software engineering team and you are charged with the responsibility of selecting members who will work in your team. Discuss how you will do it. (4 marks)
- d) An accepted deadline for a project approaches. However, the project manager realizes only 75% percent of the work has been completed. The project manager then issues a change request. What should the change request authorize? (4 marks)

QUESTION THREE (20 MARKS)

- a) Explain how to calculate the following
- i) Net present value for a proposed project (5 marks)
 - ii) Return-on-Investments (5 marks)
- b) Software cost estimation is an activity carried out at various stages during the software development process. Discuss four specific points at which cost estimates are needed. (4 marks)
- c) Discuss three software cost estimation techniques available to the project manager stating when each is applicable. (6 marks)

QUESTION FOUR (20 MARKS)

- a) Mount OAK University is has a problem of networking Its ICT laboratory. The VC hires you as an IT project manager to head this project. Describe how you would solve this problem (5 marks)
- b) Assume you are a software project manager, the team working under your leadership is going slow, getting behind schedule, delivering results late, and somehow pushed to work. What do you think could be the problem(s), the causes of that problem(s) and how can you solve that problem. (5 marks)

- c) Define the term 'digital goods' and compare and contrast them to traditional goods. (5 marks)
- d) What management, organization, and technology issues should be considered when selecting computer hardware and software? (5 marks)

QUESTION FIVE (20 MARKS)

- a) Briefly explain how you can assess the value of information systems projects? (5 marks)
- b) Describe the information system problems that result from poor project management. (5 marks)
- c) Discuss the reasons why it is necessary for businesses to invest so heavily in information systems and why there is such a high variability in the returns firms receive from their investment (5marks)
- d) Describe the following terms stating their importance (5 marks)
- i) Network diagram
 - ii) Gantt Charts

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