

**This paper is not to be removed from the Examination Halls**

**UNIVERSITY OF LONDON**

**279 0062 ZA**

**BSc degrees and Diplomas for Graduates in Economics, Management, Finance and the Social Sciences, the Diploma in Economics and Access Route for Students in the External Programme**

**Information Systems Development and Management**

Wednesday, 17 May 2006 : 2.30pm to 5.30pm

Candidates should answer **FOUR** of the following **EIGHT** questions: **TWO** from Section A and **TWO** from Section B. All questions carry equal marks.

PLEASE TURN OVER

## **Section A**

Answer **two** questions from this section.

1. What are the potential benefits of an information systems development methodology? What are problematic aspects or limitations of the conventional life cycle model for information systems development?
2. What types of activity does information systems maintenance consist of? How does the maintenance of systems developed in-house differ from the maintenance of systems involving packaged software. What problems do you foresee in each case?
3. Identify alternative ways through which organizations manage their information systems resources and discuss their relative merits and disadvantages.
4. Discuss the importance of IS innovation for competitive advantage. Outline a method for determining the potential of a proposed new IS to improve the competitiveness of a business firm or deliver other strategic benefits.

## **SECTION B**

Answer **two** questions from this section.

5. What are the fundamental ideas of SSM that make it different from other established approaches for working out solutions to technology-related problems in organisations? If you are an analyst using SSM in an organisation, what problems might you face? Discuss alternative perspectives you can take regarding your role as an SSM analyst.
6. Why is information systems implementation associated with organizational change? Identify and contrast two different ways of pursuing these two tasks and briefly discuss their merits.
7. An organisation has decided to build an intranet system and is adopting a strict, top-down rational planning method to do this. Discuss whether the development of an intranet can be and should be formally pre-planned in advance.
8. To what extent can a IS project manager rely on user participation to get the systems requirements right and avoid project failure?

END OF PAPER