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**UNIVERSITY OF LONDON**

**279 0062 ZB**

**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 information should be considered during the 'feasibility study' stage of an information systems project? What potential challenges or difficulties are involved in assessing the feasibility of an information systems project?
2. For what reasons do organizations outsource the development or management of their information systems? What risks may they face and how can these be overcome?
3. Why is the identification of user requirements a difficult or challenging process in information systems development projects? What measures can be taken to carry it out effectively?
4. What lessons can we draw from the literature that tried to explain the productivity paradox? What can companies do to achieve productivity and other economic benefits when they introduce new ICTs?

## SECTION B

Answer **two** questions from this section.

5. Every few years technology developers and vendors champion new computer technologies as 'revolutionising' the ways that people work. Many of these technologies do help managers re-organise work processes, but they are often less successful than initially promoted. Discuss why this is the case.

Explain how a Pettigrew's contextualist perspective and Orlikowski's/Ciborra's situated improvisation theory may guide organisational managers to improve the level of success in adopting such technologies.

6. What is improvisation and why has it been suggested as appropriate for IS implementation?

Does the recognition of the need for improvisation make planned and methodical IS implementation unnecessary? Give examples to illustrate your answer.

7. Why is the evaluation of information systems a difficult or challenging task? Suppose you have to conduct the evaluation of a newly implemented IS project in a company. The system is controversial and different stakeholders have different views: some are sceptics, while others are enthusiasts. How would you approach this post-implementation evaluation?

PLEASE TURN OVER

8. Discuss the 'resistance to change' problem from an interpretivist and a critical perspective.

END OF PAPER

