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UNIVERSITY OF LONDON

279 0111 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 Evaluation (half unit)

Friday, 26 May 2006 : 10.00am to 12.00noon

Candidates should answer **FOUR** of the following **SEVEN** questions. All questions carry equal marks.

PLEASE TURN OVER

1. Why should organisations evaluate proposals for information systems investments carefully and systematically? Is there a danger of excessively delaying projects that might give the organisation a significant advantage over its competitors?
2. Discuss how the role of information systems evaluation changes through the systems development life cycle.
3. What do you feel is the biggest problem of information systems evaluation? How is it addressed in practice? Justify your answer. (*Hint: There is a wide range of acceptable answers but you must discuss **one** problem in depth*)
4. Compare the balanced scorecard approach to information systems evaluation with the conventional cost-benefit analysis approach.
5. The approach to information systems evaluation should depend upon the nature of the project. Discuss.
6. Describe the 'productivity paradox' and discuss its causes. How can the lessons learnt from the productivity paradox be applied to the problem of evaluating information systems in organisations.
7. What does an interpretivist approach offer to the study of information systems evaluation? What are the costs of such an approach?

END OF PAPER