

This paper is not to be removed from the Examination Halls

UNIVERSITY OF LONDON

279 0104 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 and Policy

Friday, 26 May 2006 : 10.00am to 1.00pm

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

PLEASE TURN OVER

SECTION A: Evaluation

Answer **two** questions from this section

1. What is a feasibility study? What aspects of a proposal for a new information system should be examined in a feasibility study?
2. What are the problems of cost-benefit analysis? Why is it still widely used?
3. What is the balanced scorecard? Why is this approach relevant to information systems evaluation?
4. Discuss the subjectivity inherent in the measurement and evaluation of an information system.
5. Describe the debate on the 'productivity paradox'. What can we learn from this debate?

SECTION B: Policy

Answer **two** questions from this section

6. What do you understand the 'information economy' to mean, and how can it be measured?
7. Do national governments have a role to play in the development of ICT industries, or should they leave such industries to be governed by market forces alone? Use examples to illustrate your answers?
8. Critically discuss Daniel Bell's view of the post-industrial society and Manuel Castell's notion of the informational mode of development. Point out the main differences in the way these authors perceive the current socio-economic state of the world.
9. Critically discuss the telecommunications policy of a country you have studied. Highlight the most controversial aspects of the policy and present the arguments in support of it as well as the arguments of its critics.
10. Discuss why countries need legislation for the protection of personal data. Should such protection be lifted when government seeks access to data regarding their citizens, such as their bank account transactions, e-mail logs, and internet information sources, for security purposes?

END OF PAPER

