

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**DEPARTMENT OF ACCOUNTING**

**FIRST SEMESTER EXAMINATION - 2010**

**INFORMATION SYSTEMS CAC 2104**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- 1 Answer any **FIVE** questions
- 2 Begin each answer for each question on a new page

1. An organization that does not have a mission and organizational goals cannot formulate an Information strategy. Discuss **(20 marks)**
2. The management of Cosmos Investments has decided to recover all the Information System costs by developing an appropriate charging system. Advise them on how they can develop this proposed system and on the best charging method. Critically analyze the advantages and the disadvantages of a proposed charge out model **(20 marks)**
3. M'thiyane is a company with an established base of IT applications. The Finance department has a fully computerized accounting system. The marketing department has a customer modeling package and the production department does not see the need for technology. The Finance Director is in charge of IT and he is proposing a 12% increase in IT expenditure to upgrade systems in the relevant departments, based on last year. Briefly comment on the weaknesses in the IT provision at M'thiyane, suggesting any improvements you might make **(10marks)**
- (b) Discuss reasons for outsourcing the IS department in any organization. **(10 marks)**
4. It is not uncommon for system designers involved in the introduction of computer based data processing to encounter resentment and opposition from existing employees. For what reasons may employees react in this manner? What steps can the system designer take to reduce this resistance **(20 marks)**

5. Zanele Ltd's computer department contains some 35 members of staff, including the computer manager. Analysts and programmers work together in project teams under team leaders. Draft what in your own opinion would be a typical organizational structure for this department. **(10 marks)**
- (b) Describe **five** of the jobs that appear on your chart **(10 marks)**
6. Examine all charge out models for computer costs, discuss and analyze charge out models including their subdivision and highlight their merits and demerits **(20 marks)**