



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
MASTER OF SCIENCE DEGREE IN LIBRARY AND INFORMATION SCIENCE
STRATEGIC MANAGEMENT IN THE INFORMATION SERVICES
ILI 5203

Part II Examination Paper

April 2017

This examination paper consists of 2 pages

Time Allowed: 3 hours
Total Marks: 100
Special Requirements: None
Examiner's Name: Dr. T. Machimbidza

INSTRUCTIONS

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Importance is attached to accuracy, clarity of expression and legible handwriting

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

1. The knowledge and virtual dispensation is fraught with uncertainties, calling for information services executives to be strategic change managers, re-conceptualising their function and re-inventing themselves as challenges, needs, and opportunities arise. Justify the new skills, mindsets, and approaches that information services executives need to successfully function in the volatility of the current age. [25 marks]
2. The complexity and stability in the external environment of an information services organisation dictates the level of responsiveness in the internal environment. Show how the drivers of change in the external environment impact on the internal factors that shape the organisation and its operating environment. [25 marks]
3. Critique the need for scenario planning in the development of an information services organisation's strategic plan. [25 marks]
4. You are the Chief Information Officer of a prestigious information services organisation and have requested for funding from the Finance Manager to enable communication of the organisation's strategic plan to the external environment. The Finance Manager thinks it is an unnecessary cost since the plan has been communicated extensively internally. The issue has reached the Chief Executive Officer's desk and she has asked you to explain your demand. Write a detailed note to her justifying your request. Also, take advantage of the note to explain to her the methods by which you seek to conduct this communication, clearly highlighting the pros and cons of each method. [25 marks]
5. Discuss the following statement in the context of information services organisations: "An organisation's culture is an important contributor or obstacle to successful strategy execution". [25 marks]
6. Your organisation is in the third year of implementing a five year strategic plan. The Board of Directors is concerned that since its introduction there has not been any formal evaluation to establish if the plan is being implemented as designed and if it is generating the results aimed at. Write a detailed evaluation report to the Board critiquing the implementation of the strategic plan. [25 marks]