

SCARLET PRICE MOCK 1

QUESTIONS

1. Both teams use different techniques for collecting data. The Hope team interviewed the business administration team whilst Endurance examined some ICT journal and visited a number of technology websites. 2

State two problems the data collection method employed by Endurance might have on the success of the final project.
2. Team Endurance has decided that because the system may become large-scale they need to consider data storage for backup media. 12

Within the area of cost, backup, frequency, safety, recoverability and backup media discuss what Endurance would have had to consider in coming to this decision.
3. Both team had conflicting ways of providing the required ICT. Team Hope decided to outsource the required ICT and Team Endurance decided to develop all required ICT in-house.
- 3.a. Discuss these two solutions. 10
- 3.b. The Hope team also formalised the outsourcing that would be required in a formal service level agreement. Describe what might be included in a formal service level agreement. 4
4. Discuss how the approach that team Endurance took might lead to the failure of the analysis. 6
5. With regard to the ICT management different levels of staff need to learn different skills to match job and role requirements. Team Hope has proposed a system with one ICT manager and an assistant, and Team Endurance has opted for 12 ICT staff, two of which are managers
- 5.a. State the different areas that management might require training in to effectively lead the team and explain how this training might be carried out. 4

CREDITS

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| 5.b. | One training method that might be used for the employees is computer based training. Describe the impact of this type of training on the proposed business. | 5 |
| 6. | There is a need for a corporate strategy covering technology for ICT systems in large companies this strategy is the systems life cycle. State and explain what must be considered in each stage. | 10 |
| 7. | A business needs to adhere to legislation. The Health and Safety Act is one example. Explain how this legislation impacts on the employer. | 10 |
| 8. | To manage ICT an organisation must have various structures in place. | |
| 8.a. | Explain the differences of a hierarchical over a flat structure | 4 |
| 8.b. | Apart from appropriate structures an organisation needs to have an ICT policy. Describe what an ICT policy should contain with regard to hardware future-proofing. | 6 |
| 9. | Different organisations have different information needs. Discuss this statement with type and size and scale of the organisation and the nature and management style. | 20 |

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