B.Sc in Information Technology

YEAR 2

SUMMER EXAMINATIONS 2005

PROFESSIONAL ISSUES IN IS PRACTICE

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Attempt FOUR questions.

Each question carries a total of 25 marks.
Q.1. “The contract can add value by being a checklist for various issues that might otherwise be forgotten about in the heat of agreeing to go ahead with this wonderful project”.


(a) In order to properly address the possibility that a project might have to be terminated, explain in detail the special issues that should be included in the termination clause of the contract. (13 marks)

(b) Discuss the additional issues that need to be addressed in a Service Level Agreement contract. (12 marks)

Q.2. As the Information and Communications Technology (ICT) sector has matured it has been necessary for governments to regulate it.

(a) Explain how the Irish Government would use a Statutory Instrument for this regulation. (4 marks)

(b) In relation to the regulation relating to personal data protection explain
   i. the rights of a data subject
   ii. why certain data is exempted from the regulation. (10 marks)

(c) In the ICT sector Data Protection and Privacy in Telecommunications is regulated. Explain how this regulation impacts the Systems Operations manager. (11 marks)

Q.3. (a) List the professional individuals who you would engage during an Information Systems project life cycle and an Information Systems product life cycle. (4 marks)

(b) Excluding IS professionals, explain the roles of the professional individuals that you would engage during an Information Systems product life cycle. (15 marks)

(c) Discuss how McClelland’s Theory of needs might be interpreted in a modern Information Systems development department during an Information Systems project life cycle. (6 marks)

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Q.4.  
(a) State the aims of *risk management*.  

(b) Explain how the perspective of Information Systems risk differs for a Project Manager and a Systems Operations Manager.  

(c) Discuss in detail how management should implement a risk management strategy relevant to the intellectual property of their Information Systems.  

Q.5.  
(a) The code of ethical professional practice of many professional bodies requires members to act in the best public interest. Explain how professionals who are engaged in IS practice can comply with this requirement.  

(b) Codes of ethical professional practice are often criticised as having failings. Explain, with suitable examples, how this might be.  

(c) Discuss how on-going professional training and development of systems personnel is addressed.  

Q.6.  
Write short notes on any FIVE of the following:  

i. Information Systems project control;  

ii. ISO 12207;  

iii. Perspectives of software quality;  


v. ‘Off-the-shelf’ package selection and acquisition;  

vi. Recruiting staff for Information Systems projects.  

(5 X 5 marks)