Answer question Q.1. AND any TWO other questions.
Question 1 carries 40 marks. All other questions carry 30 marks each.
Q.1. It is often stated that modern business organisations must protect and respect intellectual property.

(a) State what you understand by intellectual property. (4 marks)

(b) For THREE examples of intellectual property, explain how a modern IT organisation will protect and respect it. (24 marks)

(c) Discuss the advantages that accrue to an organisation which manages the intellectual property of its software systems. Base your answer on the examples you use in part (b) of this question. (12 marks)

Q.2. (a) The Oxford English Dictionary explains ethics as being related to “the principles of human duty” and “the rules of conduct recognised in certain associations”.

Explain how professional associations or societies address these. (16 marks)

(b) Discuss how evolving technology has necessitated the enactment of new legislation which in turn has impacted the day to day role of IS/IT professional individuals who are employed by large technology organisations. (14 marks)

Q.3. (a) Explain how Maslow’s hierarchy of needs can be interpreted and applied by senior management of an IT department for the good of their staff. (14 marks)

(b) Describe two styles of team structure that can be used by management when forming an IS development project team. (6 marks)

(c) Explain FIVE clauses that you would include in a contract between an acquirer and a supplier for the design, implementation, installation and maintenance of a new Enterprise Information System. (10 marks)

Q.4. (a) Oarsoft International Plc. is a multinational manufacturing organisation with branches in the Americas, Europe and Asia/Pacific. The company is an extensive user of off-the-shelf and commissioned software applications. Recently they have started to design and implement their own products and have decided that their processes should be ISO certified.

As IT manager for Europe, write a report for the IT director explaining what is involved. (30 marks)