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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY**

DBT – 022 PROJECT MANAGEMENT AND INFORMATION SYSTEMS

Date:

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

a) As an international IT specialist, you have been invited to give a keynote speech on managing software projects at the information conference on ICT for development. You would like one section of your speech to describe the different stakeholders that influence software projects and why?

(10 Marks)

b) Distinguish the following terms:

- i. Project
- ii. Program
- iii. Project plan
- iv. Project life cycle
- v. Project scope

(5 Marks)

c) In reference to the FBI Case files project case study, discuss the reasons why IT projects fail.

(8 Marks)

d) Discuss the responsibilities of project managers in IT based projects.

(7 Marks)

QUESTION TWO (20 MARKS)

- a) Briefly describe the features of a project (10 Marks)
- b) Discuss at least three project planning tools stating the advantages of each (10 Marks)

QUESTION THREE (20 MARKS)

- a) Describe the need for a work breakdown structure(WBS) in projects (10 Marks)
- b) Citing a relevant example, briefly explain why milestones are necessary in any given project (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate the pros and cons of conflict in project teams and explain how conflict can be managed in IT projects. (10 Marks)
- b) Discuss the reasons why selection of the right project team is critical in the success of I.T projects (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe the major phases of the project life cycle (10 Marks)
- b) Highlight the importance of project planning (6 Marks)
- c) Differentiate project management from program management (4 Marks)