



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name :

**CSC5104 GLOBAL INFORMATION & COMMUNICATION TECHNOLOGY
MANAGEMENT**

Semester & Year :

September 2017 – December 2017

Lecturer/Examiner :

Goh Poh Kim

Duration :

3 Hours

INSTRUCTIONS TO CANDIDATES

1. **This question paper consists of TWO (2) parts:**
 - PART A (20 marks) : Answer all the short answer questions; answers are to be written in the Answer Booklet provided.**
 - PART B (80 marks) : Choose and answer ANY 4 essay questions in this section. Write your answers in the Answer Booklet(s) provided. If a student attempted ALL questions, the last attempted question will be NOT be marked.**
2. **Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
3. **This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.**
4. **Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.**

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (20 marks)

**INSTRUCTION(S) : Answer all the short answer questions in this section.
Write your answer in the Answer Booklet(s) provided.**

- 1 Name a mobile device frequently used by company. Discuss how the mentioned mobile device can be utilized and benefited in any **THREE (3)** different business industries. (10 marks)

- 2 Describe business processes with an example. Discuss how they related to information systems. (10 marks)

END OF PART A

PART B : ESSAY QUESTIONS (80 marks)

INSTRUCTION(S) : Choose and answer ANY 4 essay questions in this section.

Write your answers in the Answer Booklet(s) provided.

If a student attempted ALL questions, the last attempted question will be NOT be marked.

1. Identify and discuss any **FIVE (5)** features of organizations that manager needs to know about to build and use information systems successfully.

(20 marks)
2. Discuss any **FOUR (4)** quality-of-life impacts of computers and information systems on you in particular or society in general.

(20 marks)
3. It has been said that a smartphone is a microcomputer in your hand.
 - a. Discuss the security implications of this statement.

(5 marks)
 - b. Discuss in term of the **management, organizational and technology** factors that must be addressed by smartphone security?

(15 marks)

(Total: 20 marks)
4. Define an enterprise system and discuss any **THREE (3)** ways how enterprise systems provide value for a business.

(20 marks)
5. Define collaboration applications with an example. Discuss why they have become so important in business today in term of **productivity, innovation** and **customer service**.

(20 marks)

END OF EXAM PAPER