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

DBT 009 - CONSULTANCY IN INFORMATION SYSTEMS

Date: 28th July, 2017.

Time: 3.00pm – 5.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss four reasons why organizations engage the services of a consultancy firm (8 Marks)
- b) The IS consulting industry can be viewed as a Four-tier system. Discuss (12 Marks)
- c) Explain the skills IS consultants should possess (10 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the characteristics of quality information (10 Marks)
- b) Using a diagram, demonstrate your understanding of the organizational structure and the corresponding information systems (10 Marks)

QUESTION THREE (20 MARKS)

- a) Explain the various uses of a project plan (10 Marks)
- b) Discuss any five elements of a project plan (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the areas of process innovation in a typical organization (10 Marks)
- b) Discuss the steps involved in business process modelling (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Under normal circumstances, a fee for IT consulting is measured on per day, per consultant basis. There is however an alternative option; fixed fee IT consulting. A fixed fee IT consulting contract applies only to projects which are well defined. Discuss examples of such projects. (10 Marks)
- b) Briefly describe the phases involved in IS project integration management (10 Marks)