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**FINAL EXAMINATION  
SEPTEMBER 2018 SEMESTER**

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**SUBJECT CODE** : CIG680  
**SUBJECT NAME** : ICT GOVERNANCE  
**LEVEL** : MASTER'S DEGREE  
**TIME / DURATION** : 9.00 AM - 12.00 NOON  
(3 HOURS)  
**DATE** : 5 JANUARY 2019

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**INSTRUCTIONS TO CANDIDATES**

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1. Read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consists of TWO (2) sections, Section A and B.
4. Answer ALL questions in Section A and Section B.
5. Write your answers in the answer booklet provided.
6. Answer all questions in English.

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THERE ARE THREE (3) PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

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**SECTION A (Total: 40 marks)****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

a) Explain **THREE (3)** reasons why an organization needs good ICT governance. (6 marks)

b) Explain **TWO (2)** common symptoms of ineffective ICT governance. (4 marks)

**[Total: 10 marks]****Question 2**

Among the concern of ICT Governance are outsourcing and insourcing activities. The main challenge for insourcing is to build internal capabilities.

a) Identify **TWO (2)** factors that need to be considered in order to build internal capabilities for insourcing decision. (2 marks)

b) Describe the **FOUR (4)** typical outsourcing types. (8 marks)

**[Total: 10 marks]****Question 3**

An effective communications plan should be based on a well-defined influencing strategy. Discuss the **FOUR (4)** influencing styles that can be used to get stakeholders to accept ICT Governance.

**[10 marks]****Question 4**

Finding and implementing a set of governing best practices to support an organization in structuring its ICT organization and ICT operations usually leads businesses to compare between Control Objectives for Information and Related Technologies (COBIT) and Information Technology Infrastructure Library (ITIL).

Discuss the connections between COBIT and ITIL and elaborate how the integration of COBIT and ITIL could optimize IT process and service delivery.

**[10 marks]**

**SECTION B (Total: 60 marks)****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

An effective IT governance must address five interrelated IT decisions that are **IT principles, IT architecture, IT infrastructure, business application needs** and **IT investment and prioritization**. Describe each of the decisions by specifying why it is needed and the impact if the decision is not managed or executed accordingly.

**[20 marks]****Question 2**

IT Governance performance need to be assessed in order to know how well the governance arrangements encouraged desirable behaviors and how well a firm achieved its desired performance goals.

- a) With the support of the established framework, explain how to assess IT governance by specifying the **FIVE (5)** important factors that need to be measured.

(10 marks)

- b) Explain **FIVE (5)** characteristics of ICT organization which are considered as top governance performers.

(10 marks)

**[Total: 20 marks]****Question 3**

There is no single best model for implementing and maintain an effective IT Governance within an organization. However, most of high-performing organizations are leveraging best practices as compulsory components in their IT governance framework. The framework will be different for every organization depending on size, culture and other aspects but it is best to focus on those practices that are perceived as highly effective and relatively easy to implement.

Assuming that you are going to implement IT governance in your organization,

a) Discuss how you are going to propose the implementation roadmap.

(8 marks)

b) Explain **FOUR (4)** factors that are considered as critical to effective ICT governance.

(12 marks)

**[Total: 20 marks]**

**END OF QUESTION PAPER**