NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMPUTING AND INFORMATICS

DEPARTMENT OF INFORMATICS, JOURNALISM AND MEDIA TECHNOLOGY

QUALIFICATION: BACHELOR OF INFORMATICS	
QUALIFICATION CODE: 07BAIT	**LEVEL: 7**
COURSE CODE: ISG711S	**COURSE NAME:** INFORMATION SYSTEM STRATEGY AND GOVERNANCE
SESSION: JULY 2022	**PAPER:** THEORY
DURATION: 3 HOURS	**MARKS: 95**

SECOND OPPORTUNITY /SUPPLEMETARY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms SINTE MUTELO
MODERATOR:	MS HELENA NAHUM

INSTRUCTIONS	
	1. Answer ALL the questions.
	2. Write clearly and neatly.
	3. Number the answers.

PERMISSIBLE MATERIALS

1. Pen
2. Pencil

THIS QUESTION PAPER CONSISTS OF 5 PAGES (including this front page)

QUESTION 1: MULTIPLE CHOICE [5]

Write only the correct letter of your choice in the answer book.

1. ……………… is a family of standards for quality management systems. [1]

    a. ISO 27001

    b. ISO 9001

    c. ISO/IEC 38500

    d. ITIL

2. ……….. is the process of designing, delivering, managing, and improving the IT services an organization provides to its end users? [1]

    a. IT architecture

    b. IT service management (ITSM)

    c. IT alignment

    d. IT infrastructure

3. ………… is a set of detailed practices for IT activities such as IT service management and IT asset management that focus on aligning IT services with the needs of the business. [1]

    a. ITIL

    b. COBIT

    c. The Information Technology Infrastructure Library

    d. ISO

4. An enterprise needs ……………. at all levels to achieve its operational, financial, and compliance objectives [1]

    a. Internal controls

    b. Governance

c. Directors

d. Information

5. Sometimes people will also extend that letter in GRC to include controls, meaning that it is important to put certain controls in place to ensure that ………………. is happening.

[1]

a. Risk Management

b. Compliance

c. Business Value

d. Improved productivity

QUESTION 2: TRUE or FALSE   **[5]**

Write TRUE OR FALSE answer in the answer book provided

2.1 Risk mitigation is equivalent to implementing a number of IT controls.   [1]

2.2 Enterprise managers are not responsible for implementing and managing internal control

processes.   [1]

2.3. COBIT is a framework of best practices for delivering IT services.   [1]

2.4. Strategic fit recognizes that the IT strategy should be articulated in terms of an external

domain only.   [1]

2.5. ISO is simply how IT teams manage the end-to-end delivery of IT services to customers.

[1]

QUESTION 3: STUCTURED QUESTION   **[50]**

3.1   Discuss the significance of Enterprise Governance IT ?   [5]

3.2   What relationship exist between EGIT, alignment, and value creation?   [5]

3.3 ITIL is a framework of best practices for delivering IT services. Expanding on this answer
the question

  a) What is ITIL stands for?   [1]
  b) How can ITIL improve my company's business performance?   [5]

3.3 Explain the four objectives of IT Governance   [8]

3.4 GRC is an increasingly recognized term that reflects a new way in which enterprises today
are adopting an integrated approach to these aspects of their business. What does GRC
stand for and define each concept of GRC ?   [6]

3.5 Information is a key resource for all enterprises. What benefits do information and
technology bring to enterprises?   [5]

3.6 An enterprise unit or process has good internal controls if it   [5]

3.7 The COBIT 5 process reference model subdivides the IT-related practices and activities of the enterprise into two main areas—governance and management—with management further divided into domains of processes. The GOVERNANCE domain contains five governance processes; within each process, evaluate, direct, and monitor (EDM) practices are defined. List these processes: [5]

QUESTION 4: ESSAY WRITING [35]

4.1 Write an essay to inspire a first year student who registered, as to why Informatics is important, base your argument on the benefits of doing Information systems strategy and governance and the graduate attributes you are taking with you to the industry. Pick one topic to expand on why ISG is important for students and IT Governance experts? [20]

4.2 One of the topics of interest is Governance, Risk management, and compliance. As you have opted to specialise in Risk Management, you have realised that a strong set of enterprise-wide GRC principles and components is necessary, and an effective risk management program is a key component of enterprise GRC principles. Use a diagram to describe the four interconnected steps in effective enterprise risk management GRC processes? [15]

-END OF EXAMS-