



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMPUTING AND INFORMATICS**

**DEPARTMENT OF INFORMATICS**

<b>QUALIFICATION:</b> Bachelor of Informatics	
<b>QUALIFICATION CODE:</b> 07BAIT	<b>LEVEL:</b> 7
<b>COURSE CODE:</b> ISG711S	<b>COURSE NAME:</b> Information Systems Strategy and Governance
<b>SESSION:</b> JUNE 2024	<b>PAPER:</b> PAPER 1
<b>DURATION:</b> 3 HOURS	<b>MARKS:</b> 100

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Prof Suama Hamunyela Dr Elizabeth Ujarura Kamutuezu
<b>MODERATOR:</b>	Ms Helena Nahum

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. When writing, take the following into account: The style should inform than impress, paragraphs set out according to ideas or issues and paragraphs flowing in a logical order.</li><li>3. Information should be brief and accurate.</li><li>4. Please ensure that your writing is <b>legible, neat, and presentable</b></li></ol>

**THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)**

**SECTION A****[50 MARKS]****QUESTION 1****[10 MARKS]****TRUE/FALSE STATEMENTS**

1. The need for effective internal controls is key element of enterprise IT governance.
2. Internal control reviewers are IT experts and accountants.
3. Adherence to framework such as COSO allows senior managers as well as enterprise professionals in their area of expertise to be recognized as specialists in their field of operations.
4. Val IT addresses assumptions, costs, risks, and outcomes related to a balanced portfolio of IT-enabled business investments.
5. In the field, COBIT, RISKIT, and VALIT are strong reference frameworks guiding managers to implement enterprise governance of IT in their organization.
6. Governance is the only key portion of GRC principles.
7. Enterprise history and culture often play a major role in forming this internal control environment.
8. COBIT also provides samples of outcome metrics to measure each of those goals and to really build a scorecard for IT-related activities.
9. Risk management should create value and it should not be an integral part of organizational process.
10. The leading role of IT people in IT governance of IT can be used interchangeably to refer to the concept of corporate governance of IT.

**QUESTION 2****[40 MARKS]**

Every company, regardless of its size, faces risk. Failing to address these risks may result in substantial financial and reputational peril. Risk management allows businesses to implement frameworks for reducing external threats while ensuring continuous business operations.

1. List any six (6) IT Frameworks and Standards to support effective IT Governance. **(6 marks)**
2. Mention the four (4) interconnected steps in effective enterprise risk management Governance, Risk and Compliance (GRC) processes. **(4 marks)**

3. List four (4) GRC governance elements of effective enterprise risk management. For each element state two examples of activities or aspects that should be considered. **(12 marks)**
  
4. Discuss the concept of IT and Business Alignment. **(5 marks)**
  
5. Outline any FOUR (4) IT governance risk issues and explain how they can be mitigated or activated. **(8 marks)**
  
6. Mention some of the internal needs of an organisation that drives the need of IS presence in organisations. **(5 marks)**

## **SECTION B**

**[50 MARKS]**

This section is comprising of two (2) case studies. Answer **All** questions.

### **Case study 1:**

Case study 1: Telecom Namibia is challenged in solving issues essential for the company to win back customer confidence and enhance service quality to improve the customer experience. It is unclear if Telecom Namibia complies with any existing IT governance frameworks when integrating business and IT strategy to bring about improved service delivery through innovation. It then becomes essential to make sure that IT functions support business strategy and goals to achieve innovation. Telecom Namibia Board of Executives is torn between implemented the COBIT (Control Objectives for Information and Related Technologies) or ITIL (Information Technology Library) framework to enhance its IT governance practices. As a governance specialist of Telecom Namibia, it is within your role to ensure successful implementation of the governance framework.

1. Discuss the concept of clear separation between governance and management in COBIT 5. **(5 marks)**
  
2. Compare and contrast COBIT vs ITIL, to assist them to choose between the two standards demands a strategic approach. Give five (5) points. **(10 marks)**
  
3. ITIL's remarkable influence lies in its unwavering commitment to a service-centric philosophy. Elucidate the strength of ITIL to transform and propel organisations forward. **(10 marks)**

**Case study 2:** Namtech Corporation is a global manufacturing company with operations in multiple countries. Over the years, the company has grown significantly, and with that, the IT infrastructure has

become increasingly complex. To manage the IT systems, the company has a dedicated IT department with several teams responsible for different areas of IT, such as network infrastructure, software development, and cybersecurity. Despite having a dedicated IT department, the company was facing several challenges such as:

- a) *Inadequate communication*: The IT department did not have effective communication channels with other business units, leading to a lack of alignment between IT and the business.
- b) *Insufficient oversight*: The IT department did not have sufficient oversight from the executive management, leading to a lack of accountability and ineffective decision-making.
- c) *Cybersecurity risks*: The increasing complexity of the IT infrastructure and the lack of a comprehensive cybersecurity strategy put the company at risk of cyber-attacks.

Based on the scenario above, Answer the following questions.

- a) How can lack of oversight affect the IT department's decision-making process? **(10 marks)**
- b) How can IT governance alleviate challenges faced by the IT department? **(10 marks)**
- c) List some of the effectiveness of internal controls. **(5 marks)**

**END OF PAPER**