



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMPUTING AND INFORMATICS

DEPARTMENT OF INFORMATICS

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

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Prof Suama Hamunyela Dr Elizabeth Ujarura Kamutuezu
MODERATOR:	Ms Helena Nahum

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.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.3. Information should be brief and accurate.4. Please ensure that your writing is legible, neat, and presentable	

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

SECTION A**[35 MARKS]**

1. The control environment should be viewed as a foundation for all other components of internal control and has an influence on each of the objectives and overall unit and entity activities. List five (5) of the essential components of the control environment. (5 marks)
2. GRC are popularly known as corporate governance principles for effectiveness. Discuss how GRC contributes to effective governance. (10 marks)
3. Briefly outline two (2) roles of the Audit Committee according to Sox. (4 marks)
4. Discuss six (6) COSO Risk Assessment steps. (11 marks)
5. Internal controls are the most important and fundamental concepts that Senior managers and business professional at all levels must understand. List five (5) indications of an Enterprise good internal controls. (5 marks)

SECTION B**[65 MARKS]**

This section is comprising of two (2) case studies. Each case study is worth of 40 and 30 marks.
ANSWER ALL TWO (2) CASE STUDIES

Case study 1: Porter's five competitive forces model (30 Marks)

A local restaurant is located in the heart of Windhoek, has been operational for over five years, and has a wide range of customers. The management faces numerous challenges that impact the restaurant's competitive environment. This low tolerance for error necessitates that the manager takes multiple views of the strategic landscape when aligning IS strategy with business strategy to maximize industry competitive advantages. The manager contemplates utilizing Michael Porter's perspective, which employs the five competitive forces model to scrutinize the primary factors influencing a firm's competitive landscape, and strategizes how information resources should be directed strategically to alter the competitive forces to nurture a winning position in the industry.

1. List and describe the five (5) competitive forces. (10 marks)
2. Identify how Information Technology (IT) can influence each force for a restaurant. (10 marks)
3. Identify how Information Technology (IT) can influence a Mobile application provider. (10 marks)
4. Utilising IT to outpace competitors exposes firms to several possible risks. Discuss the type of risks the managers should be aware of before they emerge. (10 marks)

Case study 2: COBIT Governance Framework

(25 Marks)

Telecom Namibia has recently implemented the COBIT (Control Objectives for Information and Related Technologies) 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 COBIT governance framework.

- a) Highlight to your colleagues the core principles of COBIT 5. **(5 marks)**
- b) Discuss five (5) facets that make COBIT an indispensable tool for organisations. **(10 marks)**
- c) Motivate or convince telecom Management on why a COBIT framework should be implemented over the ITIL framework. **(10 marks)**

END OF EXAMINATIONS