



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Computing & Informatics

Informatics Department

QUALIFICATION : BACHELOR OF INFORMATICS	
QUALIFICATION CODE: 07BAIT	LEVEL: 7
COURSE: INFORMATION SYSTEMS STRATEGY AND GOVERNANCE	COURSE CODE: ISG711S
DATE: JULY 2025	SESSION: 2
DURATION: 3 HOURS	MARKS: 100

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

THIS QUESTION PAPER CONSISTS OF 3 PAGES

(Excluding this front page)

Instructions for the candidate

1. Answer **ALL** questions.
2. When writing take the following into account: The style should inform than impress, it should be formal, in third person, paragraphs set out according to ideas or issues and the paragraphs flowing in a logical order.
3. Information should be brief and accurate.
4. Please ensure that your writing is **legible, neat and presentable**.

SECTION A**[20 MARKS]**

1. What is the role of the Audit Committee in overseeing IT controls within an organisation? (2 marks)
2. Briefly outline and discuss three (3) characteristics of good governance. (6 marks)
3. Define IT governance and list its key elements. (6 marks)
4. Discuss any three (3) COSO Risk Assessment steps. (6 marks)

SECTION B**[80 MARKS]**

This section is comprising of three (3) questions. Answer all questions.

Question 1: 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.

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

Question 2: Strategic Information Resources**(30 Marks)**

Information Systems are not optional businesses must align information systems into high-level business decision hierarchy. Information Resources can be used strategically, and Michael Porter's Five Forces Model, can strengthen Enterprise' competitive advantage, enhance risk management, and ensure sustainable growth in the evolving technology landscape.

- 2.1 What is the purpose of an Information Systems Strategy? (5 marks)

- 2.2 Name four (4) components of Information Resources (4 marks)
- 2.3 Elaborate the Michael Porter's five (5) Forces Model (10 marks)
- 2.4 Discuss three (3) strategies for achieving competitive advantage (6 marks)
- 2.5 Explain the benefits of IT Governance (5 marks)

Question 3: Porter's five competitive forces model (25 Marks)

A local restaurant is in the heart of Windhoek, has been operational for over five (5) 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.

- 3.1 List and describe the five (5) competitive forces. (10 marks)
- 3.2 Identify how Information Technology (IT) can influence each force for a restaurant. (10 marks)
- 3.3 Utilising IT to outpace competitors exposes firms to several possible Risks. Discuss the type of risks the managers should be aware of these risks before they emerge. (5 marks)

END OF EXAMS