THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF COMPUTER SCIENCE
BSC IT DEGREE PROGRAMME – 2024/2025
FINAL EXAMINATION
ISU3201 – IT ORGANIZATION
DURATION: TWO HOURS (2 HOURS)

Date: 22.06.2025   **Time:9.30 am – 11.30 am**

General Instructions

1. Read all instructions carefully before answering the questions.

2. This question paper consists of **06 questions** on **04 pages**.

3. Answer **any 04 questions only**. All questions carry equal marks.

4. The answer for each question should commence on a new page.

5. Draw fully labeled diagrams where necessary.

6. Involvement in any activity that is considered an exam offense will lead to punishment.

7. Use blue or black ink to answer the questions.

8. Clearly state your index number in your answer script.

Q1.

i.   Discuss the phases of the Software Development Life Cycle (SDLC).

ii.   Discuss the role of data privacy laws in IT operations.

iii. What are the benefits of implementing compliance programs in IT organizations?

iv.   Why Project Integration Management is often regarded as the most critical knowledge area in the PMBOK Guide.

Q2.

i. What are the four (04) essential skills required for effective people management in IT?

ii. Discuss four (04) leadership styles in IT organizations.

iii. Critically analyze the challenges that organizations face during ERP implementation by discussing their impacts.

iv. Analyze how organizational culture impacts the success of IT projects.

Q3.

i. Discuss four (04) different outsourcing models.

ii. What are the four (04) different types of disaster recovery sites?

iii. Discuss the impact of emerging technologies on digital transformation within IT organizations.

iv. Discuss the process of developing and aligning an IT strategy with organizational goals.

Q4.

i. What are the key processes involved in IT service support?

ii. Compare the four (04) types of big data analytics.

iii. Why is budgeting important in ensuring the success of IT projects?

iv. Critically examine how Research and Development (R&D) influence innovation and technological advancement in IT organizations.

Q5.

   i.   Discuss the different types of IT risks.

   ii.   Discuss four (04) key cybersecurity policies organizations must implement to strengthen IT security and mitigate cyber risks.

   iii. Describe the stages of the "Design Thinking" process.

   iv. Analyze how the key principles of IT governance implementation improve organizational effectiveness.

Q6.

   i.   What are the different cloud computing models?

   ii.   Analyze the impact of prolonged computer use on mental health among IT professionals.

   iii. Discuss how each component of the ADKAR Model contributes to successful organizational change.

   iv. Critically examine the key communication strategies that IT professionals should adopt to enhance effective collaboration with organizational executives.