Faculty of Sciences
ICT in a Social Context
Exam 19 december 2007

READ THIS PAGE CAREFULLY!

This exam will be corrected by several teachers, therefore it is important that you <u>WRITE YOUR NAME ON EVERY PAGE OF THE EXAM!</u>

Write your answers ONLY on the exam paper itself. If you need more space to answer a question, you may use the back of the page. The exam is in English, but if you prefer, you may answer in Dutch.

<u>Only pages which contain your name at the top will be considered when correcting this exam!!!!</u>

NAME:

STUDENT NUMBER:

This exam consists of three parts:

PART A: Questions about Part 1 of the course, Practical aspects of ICT, worth 30 points
(2 questions of 15 points each).

PART B: Questions about Part 2 of the course, ICT and law, worth 30 points
(4 questions of 7.5 points each).

PART C: Questions about Parts 3, 4 and the guest lecture, worth 30 points
(3 questions of 10 points each).

In total you can score 90 points. 10 points will be awarded by default. Your total score will therefore be between 10 and 100 points. Your final score for this exam is obtained by dividing this total by 10 and rounding it to the nearest half-point according to faculty regulations (a 5.5 is not possible!).

Good luck, veel succes!

Question 1 (15 points). *ICT Roles and Competencies*

List of personal competencies:

Abstract thinking	Being accurate	Analytical ability
Decision making	Being commercial	Communication ability
Conflict handling	Creativity	Didactic ability
Perseverance	Flexibility	Initiative
Customer orientation	Leadership	Active listening
Negotiation ability	Being convincing	Planning and organising
Team work	Strategic vision	Being stress proof

a.   Choose <u>five personal competencies</u> from the list of personal competencies above, which typically belong to a <u>project manager</u>. Illustrate each of these competencies with a practical example why this competency is so important for a project manager.

   1.   ....   , because ...

   2.   ....   , because ...

   3.   ....   , because ...

   4.   ....   , because ...

   5.   ....   , because ...

b.   Choose <u>five personal competencies</u> from the list of personal competencies above, which typically belong to an <u>account manager</u>. Illustrate each of these competencies with a practical example why this competency is so important for an account manager.

   1.   ....   , because ...

   2.   ....   , because ...

   3.   ....   , because ...

   4.   ....   , because ...

   5.   ....   , because ...

Question 2 (15 points). *Projects and Maintenance of Systems*

Indicate for each of the next fifteen questions whether the answer is True or False. Only <u>one answer</u> is possible.

|			True	False
1		Implementing more aesthetic user interfaces in an existing system is called preventive maintenance.		
2		The chairman of the Working Group is a member of the Steering Group, as part of the 'linking pin' principle.		
3		Enhancing (improving) the quality level of a system in order to increase user satisfaction is called corrective maintenance.		
4		Keeping hardware and cables clean and nicely arranged is called preventive maintenance.		
5		The Steering Group defines and monitors the main milestones and budget of the project.		
6		Adding new functionality to an existing system is called corrective maintenance.		
7		The Working Group Testing acts as a staff group in the organisational structure of the project.		
8		The Working Group Testing usually meets on a weekly basis.		
9		Reorganising the databases of a system at a regular interval is called preventive maintenance.		
10		The project manager is a member of one of the Working Groups.		
11		The Project Group monitors the interdependencies between the diverse project activities.		
12		The chairman of the Steering Group charts out the different project activities against a time line (Gantt chart).		
13		Going back to the previous proven software version in case of a software failure in order to get the system operational again is called corrective maintenance.		
14		In a project Working Groups are only installed for technical areas, and not for functional or organisational areas.		
15		Implementing new tax calculations in an existing financial system is called adaptive or additive maintenance.		

Question 3 (7.5 points).

    a. Name two differences between free for all licenses and share-alike licenses. (2.5 points)

    b. Give two reasons why software patents could pose a threat to open source software. Please explain. (5 points)

Question 4 (7.5 points).
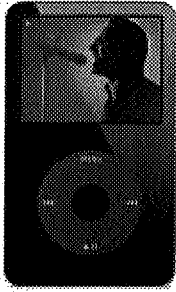
Intellectual property law applies to many different objects. In the picture to the left you might recognize an iPod. Luckily for the professors, copyright law has educational exceptions which - probably - allow the inclusion of this picture into this exam. However, this iPod is protected by various intellectual property rights.

Mention 3 different intellectual property rights that apply to the iPod and explain how these rights protect the owner of that right.

Question 5 (7.5 points).

If you look at national and international laws on privacy and its definition, the digitisation of communication weakens this concept of privacy. Describe those threats from three different angles:
- from the side of government
- from the side of (commercial) operators (for example PSP's)
- from the side of your peers.

Question 6 (7.5 points).

As you can see this eBay seller offers Paper Money from the Netherlands. Does this eBay seller have to comply with Article 5 of the eCommerce Directive 2000/31/EC?

Question 7 (10 points).

Digitising the old analog production and broadcasting process in radio and television has a big impact.

a. Give three important consequences for the production process, that is, either when making programs or when compiling television channels. (5 points)

b. Radio and television are originally linear media. Digitization will end this in the future; what will replace linearity and what will the subsequent consumer pattern of television and radio consumers look like? (5 points)

Question 8 (10 points).

a. What are the objectives of the Sarbanes-Oxley Act? (3 points)

b. ITIL is the most widely accepted approach to IT Service Management. Name two of the IT (or IT management) processes that are described in the ITIL methodology. (3 points)

c. Explain the difference between Act Utilitarianism and Rule Utilitarianism. (4 points)