

CRAWFORD UNIVERSITY, FAITH CITY, IGBESA, OGUN STATE

COLLEGE OF NATURAL AND APPLIED SCIENCES,

DEPT. OF COMPUTER AND MATHS SCIENCES

SEMESTER: HARMATTAN

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QUALITY CONTROL IN ICT/ ICT 325 3 UNITS

ANSWER ANY FOUR QUESTIONS

QUESTION ONE

- a. Differentiate between Quality Assurance and Quality Control of ICT products and services. 5mks
- b. Mention five benefits of implementing:
 - i. Quality Assurance System and ii. Quality Control System, for ICT products and services. 10mks

QUESTION TWO

- a. Relate the concept embedded in the PDCA: 'PLAN, DO, CHECK, ACT' of Quality Assurance and Quality Control of ICT products and services as it concerns their strategy of Prevention and strategy of Detection. 8marks
- b. Classify the following tasks as either Quality Assurance or Quality Control :
Auditing, Process Inspection, Functional Testing, Measurements, Reviewing, Code Inspection, Design Inspection, Manual Testing, Simulations, Verification, Standardization, Automated Testing, Validation, Path Testing. 7marks

QUESTION THREE

What is the objective of ICT Maintenance activity? 2mks

- i. Mention the four types of Maintenance activities commonly carried out for ICT systems. 2mks
- ii. There are five specific violations otherwise called risks made while carrying out ICT operations, during installation, on maintenance request and on maintenance agreement. Mention the five related violations or risks. 5mks
- iii. Itemize the four documentation and deliverables associated with ICT maintenance activities. 2mks
- iv. Define the role of each of the following in ICT maintenance:
Helpdesk, Configuration Management, Change Control Procedures, and Change Request Form. 4mks

QUESTION FOUR

Using your answers to question three above as guide, prepare the related PDCA (PLAN, DO, CHECK, ACT) rules for an ICT maintenance task. 15mks.

QUESTION FIVE

Briefly describe the Quality Assurance and Quality Control for any five of the following:

- i. Web Design and Development, ii. Edu-portal implementation, iii. Software Development
- iv. Computer Based Test implementation, v. Intranet implementation, vi. Building a Local Area Network (LAN) 3mks each = 15mks

QUESTION 6

ICT training is subjected to certain Quality Control Standards

- i. Mention 3 scopes of ICT operations on which such training applies. 4.5mks
- ii. Mention any three of the Standard Operating Procedures (SOP) that need to be considered to guarantee a quality ICT training. 4.5mks

Lack of quality ICT training results in some risks to the trainee.

- iii. Describe such risks. 3mks
- iv. List any 2 training resources required for ICT training tasks 3mks