CRAWFORD UNIVERSITY, FAITH CITY, IGBESA, OGUN STATE,NIGERIA
COLLEGE OF NATURAL AND APPLIED SCIENCES
DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES
SEMESTER: HARMATTAN SESSION: 2020/2021
COURSE TITLE/CODE: QUALITY CONTROL IN ICT/ ICT 325 ; COURSE UNIT: 3
INSTRUCTION: ANSWER TO QUESTION 1 IS COMPULSORY PLUS ANY OTHER THREE
TIME ALLOWED: 2½ HRS

QUESTION 1 .
To guarantee a satisfactory quality control for any ICT product/project and services, the following activities should be ensured: process planning, carrying out the processes, the process review/ implementation.
Mention any one quality control point on each of the process phases above for the following:

i. Implementation of an Eduportal System
ii. Development of a Robotic System
iii. Development of Cloud Computing
iv. Development of an ATM system
v. Implementation of an Internet of Things (IOT) application
vi. Implementation of a Point of Sales (POS) system
vii. Implementation of wireless sensors and Radio Frequency Identification (RFID)
viii. Development of an Intranet service
ix. Installation of LAN and WAN
x. Implementation of a JAMB CBT system.

3mks each= 30 mks

QUESTION 2:
i. Mention one major aim of the Data Entry Control Standard as detailed in SOP 14. 1mk
ii. What are the benefits and impact of achieving the aims set out in the standard? 3mks
iii. What are the negative effects of improper entry of data ? 3mks
iv. Mention the applicable areas of carrying out standardized data entry procedures as recommended in the SOP 14 3mks

QUESTION 3: ICT training is subjected to certain quality control standards.
i. Mention 3 scopes of ICT operations on which such training apply.3mks
ii. Mention any 3 of the Standard Operating Procedures (SOP) that need to be considered to guarantee a quality ICT training. 3mks
iii. Lack of quality ICT training results in some risks to the trainee. Describe such risks. 2 mks
iv. List any 2 training resources required for ICT training tasks. 2mks

QUESTION 4
i. What is the code for the SOP guiding 'Maintenance' in the ICT quality Control? 1mk
ii. Mention the four maintenance activities involved in maintenance control processes 2mks
iii. There are couples of examples of lack of standard maintenance of ICT infrastructure. Mention four of such violations 2mks.
iv. What is 'Configuration Management 'in an ICT quality control? 2mks
Why should there be a need for a Configuration management of ICT infrastructure? 1mk
v. Give the full meaning of 'CRF'and state its objective in ICT help desk activities.2mks

QUESTION 5
a i. What do you understand by Change management controls in an ICT audit? 2mks
a ii. Mention two control objectives of the Change management controls in an ICT audit 2mks
b i. Mention two control objectives of the Physical and environmental controls in an ICT audit 2mks
b ii. Mention two of the specific ICT assets/ infrastructures requiring Physical control as required in an ICT audit 2 mks
c . The ICT audit recommends many Environmental controls to safeguard ICT infrastructure within the environment of their installation. Mention four of such recommended Environmental controls 2mk

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