CRAWFORD UNIVERSITY, FAITH CITY, IGBESA, OGUN STATE,NIGERIA
COLLEGE OF NATURAL AND APPLIED SCIENCES
DEPARTMENT OF COMPUTER AND MATHEMATICAL SCIENCES
SEMESTER: HARMATTAN SESSION: 2016/2017
COURSE TITLE/CODE: QUALITY CONTROL IN ICT 325 ; COURSE UNIT: 3
INSTRUCTION: QUESTION 1 IS COMPULSORY. ANSWER ANY OTHER THREE QUESTIONS,
TIME ALLOWED: 3 HRS

Qu.1.
Mention 2 Quality Control points on each of the following ICT Services:
i. Intranet implementation, ii. Local Area Networking, iii. Eduportal Implementation, iv. Computer Based Test(CBT) Implementation, v. E-Library services, vi. Automatic Teller Machine(ATM) operations, vii. E-Banking, viii. POS services, ix. Web Design and Hosting, x. Database Programming, xi. Database Design, x. Mobile Phone repairs, xi. Bioinformatics, xii. Grapics design
24 marks

Qu. 2.
2a i. Mention 4 cases in which Data Entry procedures could be applied in data processing operations 2mks
2a ii. What roles do the following play in data entry operations: Error Analysis, Audit Trails,Checks and Control, Ensuring data integrity. 4mks
2a iii. What are the objectives of ensuring standard Data Entry control in ICT data processing according to the Standards Operating Procedures (SOP) 14? 2mks
2a iv. What benefit results from meeting the objectives? 2mks
2b. Lack of standard data entry controls has many negative implications to the ICT operations. Mention 2 of those implications.2mks

3a. i.The standard operating procedures (SOP) exist for controlling the quality of maintenance activities of ICT products and systems, Mention 2 of such activities. 2mks
ii. Describe 2 examples in which maintenance control processes and rules could be violated.2 mks
3b. i.What are the functions of the help desk unit in an ICT organization? 4mks
ii. Explain the values of the Change Request Form (CRF) in a help desk arrangement. 2mks
iii. Mention any 4 documentation necessary for the effective performance of the help desk. 2mks

Qu, 4
4.i. ICT training is subjected to certain quality control standards. Mention 4 scopes of ICT operations on which such training apply.4mks
ii. Mention any 4 of the Standard Operating Procedures(SOP) that need to be considered to guarantee a quality ICT training. 4mks
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

Qu. 5
i. What is the objective and scope of audit in a computerised environment? 2mks
ii.What are the techniques adopted for the implementation of the computer-based auditing?4 mks
iii. 'The auditor should initially gather information pertinent to the computerised environment to be audited'; List any 6 of such information to be gathered. 6mks

Qu. 6
Briefly explain the following quality control checks on input and output data. 12 mks

i. Batch control
ii. Sequence check
iii. Format check
iv. Range check
v. Consistency check
vi. Master file check
vii. Data validation

CRAWFORD UNIVERSITY LIBRARY