

**Jamnalal Bajaj Institute of Management Studies
University of Mumbai**

**MIM III year Semester 5
QUALITY ASSURANCE INFORMATION SYSTEM CONTROL AND AUDIT**

Date: 14 Nov 2014

Marks: 60

TIME: 2 Hours

Note:

- i. Answer any Three questions from Section 1 (1 to 4)
- ii. Answer any Three questions from Section 2 (5 to 8)
- iii. Use of any electronic device such as laptops, digital diaries, mobile phones, is not permitted.
- iv. All questions carry equal marks (10 marks each).

Section 1 (Quality Assurance)

1. Name the six maturity levels in CMMi? Explain in brief these levels and in your own words describe any "generic goals" and "specific goals" in a software development organization that is ranked "Performed" as its capability maturity level.
2. Draw the following quality process improvement tools and give two points on how each of these tool help in Process Improvement.
(a) Flowchart (d) Cause-and-effect diagram
(b) Pareto Chart (e) Run chart
(c) Control chart
3. Name the eight quality management principles and explain each one of the following with suitable example.
a. Fact based decision making
b. Mutually beneficial supplier Relationships
4. "Do not have unrealistic targets" OR "Eliminate quotas and numerical targets". Explain with suitable example in real time to demonstrate how this principle is to be implemented and practiced.

Section 2 (Information System Audit and Control Practices)

5. Describe briefly with suitable examples as to how introduction of Information System Audit can improve the organization's :
a. Safeguard of assets?
b. System effectiveness?
c. Data integrity?
6. Describe briefly the four major activities of Information System Audit Process.
(Planning, Conducting of Audit, Reporting of Audit findings, and Follow-up)
7. How does control of "Change" and "Configuration" help in controlling Quality of Services in Business Application Releases?
8. Name and explain in brief (one or two sentences) the five COBIT 5 Principles and seven enterpr Enablers referred in COBIT 5 framework.