

# What is Information Systems Management?

## Worksheet

ISM covers IT strategy and planning, infrastructure management, security and risk, data governance, project management and change management. It bridges business needs with technology capabilities.

## Questions

1. The primary goal of ISM is to
  - A) Buy the most expensive technology
  - B) Align IT with business goals and create value
  - C) Eliminate all human workers
  - D) Increase IT department size
2. What does cybersecurity in ISM protect against?
  - A) Only software bugs
  - B) Unauthorized access, theft and damage to systems and data
  - C) Poor design only
  - D) Only physical theft
3. When upgrading IT infrastructure, ISM must consider
  - A) Only technology features
  - B) Cost only
  - C) Cost, security, integration and business disruption
  - D) Speed of upgrade only
4. Data governance ensures
  - A) Everyone has access to all data
  - B) No security measures
  - C) Data quality, security, privacy and compliance
  - D) Fastest database speeds
5. A company's legacy system is slow and expensive to maintain. How should ISM address this?
6. A retailer wants to add e-commerce. What ISM considerations arise?
7. An organization suffers a cyberattack. What is ISM's role?
8. Define: What is information systems management?
9. Define: What is IT strategy?
10. Define: What is cybersecurity in ISM?

## Answer Key

1. B) Align IT with business goals and create value - ISM's goal is strategic alignment - using technology to support business objectives and competitive advantage.
2. B) Unauthorized access, theft and damage to systems and data - Cybersecurity protects systems and data from unauthorized access, theft, malware, ransomware and damage.
3. C) Cost, security, integration and business disruption - ISM balances multiple factors: cost, security, system integration, user training and business continuity.
4. C) Data quality, security, privacy and compliance - Data governance sets policies for security, access, quality, privacy and regulatory compliance.
5. First: assess business needs and cost-benefit of replacement vs upgrade. Second: plan migration to cloud or modern system. Third: implement with minimal business disruption and staff training.
6. ISM must plan infrastructure: web servers, databases, payment processing. Security: encrypt data, secure payment systems, protect customer information. Integration: connect e-commerce to inventory and accounting systems.
7. Incident response: detect, contain and eliminate the threat. Forensics: investigate how attack occurred. Recovery: restore systems and data from backups. Improvement: strengthen security to prevent future attacks.
8. Planning, implementation and control of IT resources to support business goals and enable competitive advantage through secure, efficient technology.
9. Alignment of technology investments and initiatives with business objectives to create value and competitive advantage.
10. Protection of systems, data and networks from unauthorized access, theft or damage through encryption, firewalls and access controls.

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