



UNIVERSITI KUALA LUMPUR
KAMPUS CAWANGAN MALAYSIAN SPANISH INSTITUTE

FINAL EXAMINATION
OCTOBER 2025 SEMESTER

COURSE CODE : SLG62103 (V2)
COURSE TITLE : INFORMATION TECHNOLOGY AND PROJECT MANAGEMENT
PROGRAMME NAME : MASTER OF BUSINESS TECHNOLOGY
DATE : 25 JANUARY 2026
TIME : 9:00AM - 12:00PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consist of ONE sections.
4. Section A consist of five questions. Answer FOUR (4) questions only.
5. Please write your answer on the answer booklet provided.
6. Please answer all questions in English only.
7. Refer to the attached Formula/ Appendies. Tick if applicable

THERE ARE 7 PAGES OF QUESTIONS INCLUDING THIS PAGE

SECTION A (Total: 100 marks)

Answer FOUR (4) questions.

Please use the answer booklet provided.

Question 1

Effective stakeholder management is a critical success factor in project management, particularly in complex projects involving multiple interests, expectations, and levels of influence.

- (a) Define the term stakeholder in the context of project management and explain why stakeholder involvement is essential throughout the project life cycle.

(5 marks)

- (b) Identify and explain four key stakeholder roles commonly found in project management (e.g. project sponsor, project manager, customer/user, external stakeholders). Discuss how each role contributes to project success.

(8 marks)

- (c) Using a non-engineering project example (such as business transformation, healthcare initiative, educational program, or digital service implementation), analyze how poor stakeholder engagement could negatively affect project outcomes.

(6 marks)

- (d) Propose three practical strategies a project manager can use to effectively manage stakeholder expectations and resolve stakeholder conflicts.

(6 marks)

Question 2

Aliff Enterprise wishes to embark on a new product development which is not in the market now. A set of individuals is assigned to carry out this project. The table below is a set of activities that needed to be completed to have a new product in the market.

Refer Below - Table 1 : Set of Manufacturing Processes .

Table 1: Set of Manufacturing Processes

Activity Code	Name of Activity	Duration (Days)	Immediate Predecessor
A	Market Study	45	-
B	Design Phase	60	A
C	Acquire Material	20	A
D	Quantity Checking	90	B
E	Injection Moulding Process	90	C
F	Blow Process	10	D, E
G	Quality Inspection 1	45	F
H	Manual Assembly 1	20	F
I	Quality Inspection 2	120	F
J	Packaging	60	G, H
K	Shipping	45	I

- (a) Create a PERT network diagram from the given table and highlight the critical path.
(14 marks)
- (b) Determine the critical activities from the PERT network diagram.
(3 marks)
- (c) Determine the completion time for this project.
(3 marks)
- (d) A Gantt chart is a widely used project management tool that visually represents project activities against time. List five benefits of Gantt chart in project management.
(5 marks)

Question 3

You are tasked with overseeing a restaurant's refurbishment. Each of the jobs included in this project has a set length, dependencies, and related expenses. The details in the table below are shared in days. Assume that the critical activities are A, B, D, E, F and the expected completion days is 72 days.

Refer Below - Table2 : Details Tasks of Restaurant Renovation .

Table 2: Details Tasks of Restaurant Renovation

Task	Predecessor	Optimistic	Most Likely	Pessimistic	Expected Time
A		12	14	16	14
B	A	10	13	16	13
C	A	9	12	15	12
D	B,C	14	17	20	17
E	D	12	15	18	15
F	E	11	13	17	13

- (a) Evaluate the variance of all critical activities. (5 marks)
- (b) Evaluate the chances of meeting deadline if you have promised the customer that the project will be completed within 75 days. (10 marks)
- (c) Predict the possible deadline to be promised to the stakeholder if you are 80% confident. (10 marks)

Question 4

Technology capitalization in project management is an accounting practice where costs for developing or purchasing technology are treated as a long-term asset instead of an immediate expense.

- (a) Technology commercialization is critically important within project management because it bridges the gap between technical success and business value. List five key steps in technology commercialization within the project management.
(5 marks)
- (b) Technology transfer refers to the movement of knowledge, skills, technologies, or innovations from one organization, sector, or country to another. List five types of technology transfer.
(5 marks)
- (c) Project management considerations are crucial for start-ups because they operate in highly uncertain, competitive, and resource-constrained environments. State five project management considerations for start-ups and explain how all these considerations can affect project planning and execution in start-ups.
(15 marks)

Question 5

Work Breakdown Structure (WBS) is a hierarchical decomposition of the total scope of work to be carried out by the project team to accomplish project objectives and create required deliverables.

- (a) Each descending level of the WBS represents an increasingly detailed definition of the project work.
 - i. Explain FIVE (5) importance of having WBS.

(10 marks)

- ii. WBS quality principles breaks down to two characteristics which is core and use related. Discuss FIVE (5) WBS quality principles.

(5 marks)

- (b) You are assigned by Megah Holding Sdn Bhd to perform Work Breakdown Structure on server room development project. The table below shows the 3 levels of work breakdown specific to the task of developing the server room. The company allocated 12 months duration to complete this project.

Refer Below - Table3 : WBS Server Room Development .

Table 3: WBS Server Room Development

Level 1	Level 2	Level 3
Server Room Development Project (100%)	Requirement Analysis (30%)	Gather User Requirement (30%)
		Define System Specification (40%)
		Document Functional and Non – Functional Requirements (30%)
	Development Phase (40%)	Coding (50%)
		Testing (50%)
	Deployment and Maintenance (30%)	Deployment Planning and Installation (60%)
		Maintenance and Support (40%)

- i. Evaluate duration allocated for development phase from Level 2.

(2 marks)

- ii. Propose to the project manager the duration in days of maintenance and support in Level 3 of WBS to be completed.

(8 marks)

END OF EXAMINATION PAPER

STANDARD NORMAL DISTRIBUTION: Table Values Represent AREA to the LEFT of the Z score.

Z	.00	.01	.02	.03	.04	.05	.06	.07	.08	.09
0.0	.50000	.50399	.50798	.51197	.51595	.51994	.52392	.52790	.53188	.53586
0.1	.53983	.54380	.54776	.55172	.55567	.55962	.56356	.56749	.57142	.57535
0.2	.57926	.58317	.58706	.59095	.59483	.59871	.60257	.60642	.61026	.61409
0.3	.61791	.62172	.62552	.62930	.63307	.63683	.64058	.64431	.64803	.65173
0.4	.65542	.65910	.66276	.66640	.67003	.67364	.67724	.68082	.68439	.68793
0.5	.69146	.69497	.69847	.70194	.70540	.70884	.71226	.71566	.71904	.72240
0.6	.72575	.72907	.73237	.73565	.73891	.74215	.74537	.74857	.75175	.75490
0.7	.75804	.76115	.76424	.76730	.77035	.77337	.77637	.77935	.78230	.78524
0.8	.78814	.79103	.79389	.79673	.79955	.80234	.80511	.80785	.81057	.81327
0.9	.81594	.81859	.82121	.82381	.82639	.82894	.83147	.83398	.83646	.83891
1.0	.84134	.84375	.84614	.84849	.85083	.85314	.85543	.85769	.85993	.86214
1.1	.86433	.86650	.86864	.87076	.87286	.87493	.87698	.87900	.88100	.88298
1.2	.88493	.88686	.88877	.89065	.89251	.89435	.89617	.89796	.89973	.90147
1.3	.90320	.90490	.90658	.90824	.90988	.91149	.91309	.91466	.91621	.91774
1.4	.91924	.92073	.92220	.92364	.92507	.92647	.92785	.92922	.93056	.93189
1.5	.93319	.93448	.93574	.93699	.93822	.93943	.94062	.94179	.94295	.94408
1.6	.94520	.94630	.94738	.94845	.94950	.95053	.95154	.95254	.95352	.95449
1.7	.95543	.95637	.95728	.95818	.95907	.95994	.96080	.96164	.96246	.96327
1.8	.96407	.96485	.96562	.96638	.96712	.96784	.96856	.96926	.96995	.97062
1.9	.97128	.97193	.97257	.97320	.97381	.97441	.97500	.97558	.97615	.97670
2.0	.97725	.97778	.97831	.97882	.97932	.97982	.98030	.98077	.98124	.98169
2.1	.98214	.98257	.98300	.98341	.98382	.98422	.98461	.98500	.98537	.98574
2.2	.98610	.98645	.98679	.98713	.98745	.98778	.98809	.98840	.98870	.98899
2.3	.98928	.98956	.98983	.99010	.99036	.99061	.99086	.99111	.99134	.99158
2.4	.99180	.99202	.99224	.99245	.99266	.99286	.99305	.99324	.99343	.99361
2.5	.99379	.99396	.99413	.99430	.99446	.99461	.99477	.99492	.99506	.99520
2.6	.99534	.99547	.99560	.99573	.99585	.99598	.99609	.99621	.99632	.99643
2.7	.99653	.99664	.99674	.99683	.99693	.99702	.99711	.99720	.99728	.99736
2.8	.99744	.99752	.99760	.99767	.99774	.99781	.99788	.99795	.99801	.99807
2.9	.99813	.99819	.99825	.99831	.99836	.99841	.99846	.99851	.99856	.99861
3.0	.99865	.99869	.99874	.99878	.99882	.99886	.99889	.99893	.99896	.99900
3.1	.99903	.99906	.99910	.99913	.99916	.99918	.99921	.99924	.99926	.99929
3.2	.99931	.99934	.99936	.99938	.99940	.99942	.99944	.99946	.99948	.99950
3.3	.99952	.99953	.99955	.99957	.99958	.99960	.99961	.99962	.99964	.99965
3.4	.99966	.99968	.99969	.99970	.99971	.99972	.99973	.99974	.99975	.99976
3.5	.99977	.99978	.99978	.99979	.99980	.99981	.99981	.99982	.99983	.99983
3.6	.99984	.99985	.99985	.99986	.99986	.99987	.99987	.99988	.99988	.99989
3.7	.99989	.99990	.99990	.99990	.99991	.99991	.99992	.99992	.99992	.99992
3.8	.99993	.99993	.99993	.99994	.99994	.99994	.99994	.99995	.99995	.99995
3.9	.99995	.99995	.99996	.99996	.99996	.99996	.99996	.99996	.99997	.99997

