041305T4BUS

BUSINESS MANAGEMENT LEVEL 5

BUS/OS/BM/CR/06/5/A

COORDINATE INFORMATION COMMUNICATIONS TECHNOLOGY

FUNCTIONS

Nov/Dec 2023

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION

COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has **THREE** sections **A**, **B** and **C.**

2. You are provided with a separate answer booklet.

3. Marks for each question are indicated in the brackets ().

4. Do not write on the question paper.

This paper consists of SEVEN (7) printed pages

Candidates should check the question paper to ascertain that all

pages are printed as indicated and that no questions are missing.

SECTION A: 20 MARKS

Answer ALL the questions in this section. Each question carries one (1) mark.

1. Identify from the answers below, the purpose of developing an ICT policy in an organization.

    A. To limit access to ICT resources.

    B. To discourage the use of ICT in the workplace.

    C. To provide guidelines for ICT usage and management.

    D. To promote unauthorized access to ICT systems.

2. The following are characteristics of appropriate technology, except.

    A. Sustainability.

    B. User friendly.

    C. Durability.

    D. Low energy and resource requirement.

3. _____is a purpose of reviewing an ICT draft policy.

    A. Insecurity.

    B. Suggestions and feedback.

    C. Data security.

    D. Regulatory compliance.

4. The following are elements of an email. _____is not.

    A. Subject line.

    B. Protocol.

    C. Attachment.

    D. Recipient.

5. What should be considered when evaluating potential ICT service providers?

    A. Reputation and track record of the service provider.

    B. Price and price alone.

    C. Availability of customer support.

    D. Any service provider that claims to be the cheapest option.

6. Select one of the ICT issues that is directly linked to climatic change.

    A. Freedom of Expression.

    B. Surveillance.

    C. E-waste.

    D. Privacy.

7. _____ is not a step in the procurement process for ICT services.

   A. Identifying requirements and specifications.

   B. Implementing and maintaining the procured services.

   C. Selecting and evaluating potential service providers.

   D. Negotiating and signing contracts.

8. The following are examples of virtual meeting platforms except?

   A. Zoom.

   B. Skype.

   C. Twitter.

   D. Google Meet.

9. Select one of the reasons why a business may upgrade its system.

   A. To upgrade employee, break rooms.

   B. To outsource customer service operations.

   C. To reduce employee training costs.

   D. To improve data security and protect against cyber threats.

10. Which one of the following is a factor to consider when installing ICT equipment?

    A. Human Resources department only.

    B. Top-level management only.

    C. Project Scope and Objectives.

    D. Relevant stakeholders and employees within the organization.

11. One of the following is a challenge faced when procuring ICT services, except?

    A. Increased security vulnerabilities.

    B. Delayed project timelines.

    C. Poor quality service.

    D. Risk assessment.

12. Identify one benefit of conducting regular maintenance of ICT systems.

    A. To avoid any disruptions to daily operations

    B. To completely replace the ICT systems every few months

    C. To increase the workload of the IT department

    D. To save costs by eliminating maintenance activities

13. What does ERP stand for?

    A. Electronic Records Processing

    B. Enterprise Resource Planning

    C. Efficient Resource Provisioning

    D. Essential Reporting Platform

14. _____, means to integrate ICT in operation.

    A. To separate ICT from operational activities.

    B. To utilize ICT to enhance and streamline operational processes.

    C. To eliminate the need for ICT in day-to-day operations.

    D. To outsource all ICT operations to external vendors.

15. Select one benefit of conducting ICT user training.

    A. To limit employee access to ICT resources

    B. To discourage employees from using ICT tools

    C. To enhance employees' skills and knowledge in using ICT tools

    D. To replace the need for ICT tools with manual processes

16. _____is a primary goal of promoting ICT innovation.

    A. To increase the organization's revenue.

    B. To adopt the latest technology trends.

    C. To drive creativity and develop new solutions and services using ICT.

    D. To reduce the organization's IT budget.

17. The following are ICT related reports_____is not.

    A. Disaster Recovery plan.

    B. Network Security report.

    C. IT audit report.

    D. Research report.

18. Identify one factor to be considered when evaluating potential ICT service providers.

    A. To limit the services provided by the provider.

    B. To ensure exclusivity with the chosen provider.

    C. To outline the agreed-upon terms and conditions.

    D. To discourage innovation and flexibility.

19. Local Area Networks (LANs) come in various types. Select one which is not.

    A. Topology.

    B. Fibre Optic.

    C. Wireless Mesh LAN.

    D. Data transfer.

20. The following are benefits of supervising ICT installation and maintenance services, except?

    A. Increased efficiency.

    B. Improved security.

    C. Reduced costs.

    D. Enhanced customer satisfaction.

SECTION B: 40 MARKS

Answer ALL the questions in this section.

21. You are an intern at XYZ Limited charged with the responsibility of preparing a training plan. Highlight **three** steps you will follow when preparing a training plan.   (3 Marks)

22. An organization has acquired an electronic customer relationship management system. Outline **five** benefits of acquiring the system.   (5 Marks)

23. Outsourcing is a is common practice for acquiring ICT services; Outline **four** benefits of outsourcing ICT functions.   (4 Marks)

24. State **three** reasons for carrying out ICT training needs assessments.   (3 Marks)

25. Virtual platforms have become a necessity to organizations as an emerging issue. Outline **four** factors to consider when implementing virtual platforms.   (4 Marks)

26. You have been tasked to evaluate potential ICT providers. Outline **five** criteria that you shall use to evaluate them.   (5 Marks)

27. State **three** practices that a trainer should observe in conducting ICT user training.

                                                                                  (3 Marks)

28. A new retail business has embraced online services. Highlight **four** advantages of this move for business operations.   (4 Marks)

29. Business reports are powerful tools if used correctly. Outline **five** disadvantages of reports.   (5 Marks)

30. Highlight **four** reasons of backing-up data.   (4 Marks)

SECTION C: 40 MARKS

Answer any TWO questions from this section

The maximum marks for each question is 20.

31. ICT reports play a vital role in assessing, monitoring, and communicating the performance and impact of ICT systems within an organization. They provide valuable information for decision-making and continuous improvement in the ICT domain.

a) Explain **five** components of an ICT report. (10 Marks)

b) ICT reports can be shared with users through various means to ensure effective communication and accessibility. Explain **five** ways of sharing ICT reports in an organization. (10 Marks)

32. The widespread use of technology yields digital vulnerability for organizations that do not adhere to clear rules and guidelines regarding technology use. An attack on organizational data can cause significant damage, which generates the need for IT policies and procedures.

a) Explain **five** IT security policies an organization may adopt in their daily operations.

(10 Marks)

b) Explain **five** benefits of ICT SOPS manuals to an organization. (10 Marks)

33. As technology advances and workplace methods and strategies improve, there is a need for employers and employees to align with these changes in terms of knowledge, skills, values, and abilities. This may be achieved through regular trainings.

(a) Explain **five** benefits of training employees on using ICT system. (10 Marks)

(b) Explain **five ways** organization may overcome resistance to new technology. (10 Marks)