

041305T4BUS

BUSINESS MANAGEMENT LEVEL 5

BUS/OS/BM/CR/06/5

Coordinate information communications technology (ICT) functions

July/Aug 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 as indicated.
4. Do not write on the question paper.

This Paper Consists of 7 printed pages

SECTION A: Multiple Choice Question (20 Marks)

Attempt ALL the questions in this section. Each question is 1 mark.

1. Which of the following is not included in developing ICT draft policy?
 - A. Main aims of using ICT within the organization
 - B. Health and safety issues regarding use of ICT resources
 - C. Plan on the organization welfare
 - D. Plan training opportunities
2. Why is an ICT policy important for organizations?
 - A. It ensures the proper and efficient use of ICT resources.
 - B. It helps organizations increase their revenue.
 - C. It establishes guidelines for employee dress code.
 - D. Focuses on improving customer service.
3. Which of the following issues on ICT is directly linked to climate change?
 - A. Freedom of Expression
 - B. Surveillance
 - C. E-waste
 - D. Privacy
4. The Following are examples of Virtual Meeting Platforms except?
 - A. Zoom
 - B. Twitter
 - C. Skype
 - D. Google Meet
5. When meeting with colleagues online, following a few general guidelines can help keep your interactions professional. Which one is not?
 - A. Checking your device's audio and video before the meeting to ensure that they work
 - B. Joining the meeting late
 - C. Muting yourself when you're not speaking
 - D. Not talking over other meeting participants
6. Which of the following describes a typical step in the ICT services procurement process?
 - A. Creating a marketing campaign
 - B. Conducting employee performance evaluations
 - C. Evaluating potential vendors and their offerings
 - D. Hiring new IT staff members

7. Which type of malware can be spread through email attachment and infect a computer when the attachment is opened?
- A. Virus
 - B. spamming
 - C. Threats
 - D. phishing
8. What is the primary goal of ICT security?
- A. To prevent all cyber attacks
 - B. To ensure 100% data confidentiality
 - C. To minimize the risk of unauthorized access, data breaches, and other cyber threats
 - D. To eliminate all vulnerabilities in computer systems.
9. Which program is used to change the setting of computer?
- A. System Panel
 - B. Control Panel
 - C. Utility Software
 - D. Firmware
10. Deleted files go to?
- A. My Network
 - B. My Documents
 - C. Recycle Bin
 - D. My computer
11. The following are some of the key things you will have to consider when choosing an IT system. Which one is not?
- A. Compatibility.
 - B. Skills and support required.
 - C. Owners of the company
 - D. Security
12. The truth is that technology will always require upgrades. The following are reasons why Companies upgrade their systems except?
- A. Consumer demand for new features
 - B. aesthetic
 - C. The desire for things to run faster

- D. Changes to government compliance and reporting
13. Technology is ever-changing and those wanting to remain at the helm of innovation must adapt. Pick the odd one out from the emerging trend technologies
- A. Facebook
 - B. Cloud computing
 - C. Artificial intelligence
 - D. Internet of things
14. What is the importance of evaluating and selecting the right ICT service provider?
- A. It ensures that the organization can have the cheapest services available.
 - B. it helps ensure that the organization receives high-quality services that meet its specific needs.
 - C. It minimizes the need for any evaluation or selection process.
 - D. It increases the organization's administrative burden.
15. What is the importance of documentation during ICT installation and maintenance?
- A. It is unnecessary and time-consuming.
 - B. It helps ensure proper tracking of changes and configurations.
 - C. It is not relevant to the process.
 - D. It increases the organization's expenses.
16. In ICT, which one of the following pairs of acronym and its expansion is incompatible?
- A. ISP- Internet service provider
 - B. URL-Uniform Resource Locator
 - C. PSU: Power Sender unit
 - D. VPN-Virtual Private Network
17. Which of the following is not a social media platform?
- A. Facebook
 - B. WhatsApp
 - C. Email
 - D. Twitter
18. What is the primary purpose of analyzing and interpreting ICT reports?
- A. To increase the organization's revenue
 - B. To showcase employees' performance in the IT department

- C. To gain insights and make informed decisions regarding ICT operations and performance
- D. To generate more reports for future analysis

19. What is the 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

20. Which of the following is not a common goal of ICT user training?

- A. To help users learn how to code
- B. To help users learn how to use ICT tools effectively
- C. To help users troubleshoot common ICT problems
- D. To help users understand the ethical and legal implications of using ICT

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SECTION B: (40 MARKS)

Answer all questions in this section

21. Training needs assessment is the method of determining if a training need exists, and if it does, what training is required to fill the gap. Give **THREE** reasons for carrying out ICT training needs assessments? (3 marks)
22. What are **FOUR** good practices that a trainer should observe in conducting ICT user training? (4 marks)
23. Explain any **THREE** functions of outsourcing ICT services . (3 marks)
24. Business reports are powerful tools if used correctly. What are the **THREE** disadvantages of reports? (3 marks)
25. What is the difference between corrective and preventive maintenance (4 marks)?
26. How do you overcome the following Challenges in reporting process? (3 marks)
- a) Challenge: Reporting takes too much time.
 - b) I have to manipulate and combine reports in spreadsheets
 - c) Challenge: I have to be at the office when I'm creating reports
27. List **FOUR** steps followed when preparing a training plan. (4 marks)
28. How should an ICT policy be communicated and enforced within an organization? (4 marks)
29. Outline **FOUR** factors that you should consider when selecting the software. (4 marks)
30. Identify **FOUR** reasons why you should backup your data. (4 marks)
31. What **FOUR** factors should be considered when selecting ICT service providers. (4marks)

SECTION C: (40 Marks)

Attempt any two questions in this section

The maximum marks for each question is 20 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 or technology can cause significant damage, which generates the need for IT policies and procedures.

- a) What is the difference between ICT policy and ICT Procedure? (4 marks)
- b) Identify any six important ICT policies (6 marks)
- c) What are the benefits of documented ICT Policies & Procedures to an organization? (10 marks)

33. As technology advances and workplace methods and strategies improve, there comes a need for employers and employees to align with these changes in terms of knowledge, skills, values and abilities. One of the best ways to enhance knowledge and skills is through training.

- (a) Explain any five importance's of training employees on using a system? (10 marks)
- (b) What are the five disadvantages of networking in an organization (5 marks)
- (c) The COVID-19 has resulted in schools shut all across the world. As a result, education has changed dramatically, with the distinctive rise of e-learning, whereby teaching is undertaken remotely and on digital platforms. What are the benefits of virtual learning classrooms (5 marks)

34.

- a) What are the FIVE components of a customer relationship management (CRM) in a business (10 marks)
- b) Explain any FIVE components of ICT audit report (10 marks)