



## THE KENYA NATIONAL EXAMINATIONS COUNCIL

**Qualification Code** : 041305T4BUS  
**Qualification** : Business Management Level 5  
**Unit Code** : BUS /OS /BM /CR /06/ 5/A  
**Unit of Competency** : Coordinate Information Communications Technology (ICT)  
Functions

### WRITTEN ASSESSMENT

#### INSTRUCTIONS TO CANDIDATE

- (i) Time allocated: **THREE (3) hours**.
- (ii) Marks for each question are indicated in the brackets.
- (iii) The paper consists of **THREE** sections: **A, B and C**.
- (iv) Do not write on the question paper.
- (v) A separate answer booklet will be provided

*This paper consists of NINE (9) printed pages.*

**The candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.**

**SECTION A: (20 Marks)**

*(Choose the correct answer and write it in the answer booklet provided.)*

*(Each question is 1 Mark)*

1. Which of the following element should not be included in an ICT policy?
  - A. Main aims of using ICT within the organization
  - B. Health and safety issues regarding use of ICT resources
  - C. Plan training opportunities
  - D. Plan on the organization welfare
  
2. E- Commerce involves buying and selling of.....
  - A. International goods
  - B. Electronic goods
  - C. Products related too computers
  - D. Products and services over the internet
  
3. The following are roles of an ICT policy for teaching and learning. Which one is **not**?
  - A. It provides a road map in education where ICT is utilized
  - B. It censors all the activities of schools so that it will be uniform in ICT use
  - C. It is a requirement of the DICT in the Philippines
  - D. It serves as a basis for closing internet cafes near the school
  
4. Which of the following ICT issue is directly linked to climate change?
  - A. Freedom of Expression
  - B. Surveillance
  - C. E-waste

D. Privacy

5. The following are ways of identifying areas in ICT system that require improvement. Which one is not?

A. Observation and assessment

B. Surveys

C. Data evaluation

D. Training

6. The Following are examples of Virtual Meeting Platforms, **except?**

A. Zoom

B. Twitter

C. Skype

D. Google Meet

7. The following are etiquette to observe during online meetings. Which one is not?

A. Checking your device's audio and video before the meeting to ensure that they work

B. Joining the meeting on late

C. Muting yourself when you're not speaking

D. Not talking over other meeting participants

8. Which of the following best describes uploading information?

A. Sorting data on a disk drive

B. Sending information to a host computer

C. Receiving information from a host computer

D. Sorting data on a hard drive

9. Which application allows the registered users to communicate through voice using a microphone, video call using a webcam, and instant messaging over the internet?
- A. Calendar
  - B. Skype
  - C. Amazon
  - D. CNN
10. Which program is used to change the setting of computer?
- A. System Panel
  - B. Control Panel
  - C. Utility Software
  - D. Firmware
11. Where are deleted files in a computer placed?
- A. My Network
  - B. Recycle Bin
  - C. My Documents
  - D. My Computer
12. The following factors 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
13. Which one of the following is a valid email address?
- A. info@cdacc.com
  - B. gmail.com
  - C. cdacc@.com
  - D. cdacc@tveta

14. The following are reasons why companies upgrade their systems **except**?
- A. Consumer demand for new features
  - B. Aesthetic
  - C. Changes to government compliance and reporting
  - D. The desire for things to run faster
15. 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 in technologies.
- A. Facebook
  - B. Cloud computing
  - C. Artificial intelligence
  - D. Internet of things
16. Which application can be used by the user to set a reminder about upcoming appointments?
- A. Skype
  - B. Calendar
  - C. Amazon
  - D. WhatsApp
17. What is the function of social media marketing in a business
- A. It can help to communicate with customers in a less time-consuming manner.
  - B. It can help to create visual interaction between products and customers.
  - C. It can help to advertise a product and services to many customers at once.
  - D. All of the above
18. Identify the risk factor which associated with electronic payment system.
- A. Fraudulent use of Credit Cards
  - B. Sending Credit Card details over internet

- C. Remote storage of Credit Card details
- D. All of the above

19. What is the name of the process of extracting previously not known valid and actionable information from large data to make crucial business and strategic decisions?

- A. Data Management
- B. Data base
- C. Data Mining
- D. Meta Data

20. Assistive media refers to adaptive technology. What assistive media is shown by the picture below?



- A. Blindness
- B. Mobility
- C. Motor skills
- D. Auditory

**SECTION B: Short Response Questions (40 MARKS)**

*Attempt ALL the questions in this section. The maximum marks for each question is as indicated.*

21. Name two goals of e-government (2 marks)
22. State the difference between partitioning and formatting in installing an operating system (2 marks)
23. Identify **two** factors that should be considered before installing or upgrading an operating system. (2 marks)
24. State two functions of a router in networking (2 marks)
25. Identify three types of software that are required to be installed in a computer to enable telecommunication in an office (3 marks)
26. State three factors to consider when selecting an IT supplier (3 marks)
27. Business reports are powerful tools if used correctly. Outline three disadvantages of such reports. (3 marks)
28. State the difference between corrective and preventive maintenance? (2 marks)
29. Outline three ways of overcoming challenges in the 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
30. State the meaning of the term training needs assessment (2 marks)
31. Describe the steps followed in preparing a training plan (4 marks)
32. Identify three operations performed during software installations (3 marks)

33. Outline three challenges that may be encountered when implementing an enterprise resource planning (3 marks)
34. State three reasons why organizations should back up business data (3 marks)
35. Outline **three** disadvantages of computer networks (3 marks)

***SECTION C: Extended Response Questions (40 Marks)***

***Attempt 2 questions in this section. The maximum marks for each question is 20 marks.***

36. Most, if not all, of today's organizations function with the assistance of computer and network technology. 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 ICT policies and procedures.
- a) Differentiate between ICT policy and ICT procedure (4 marks)
- b) Identify six sources of ICT policies (6 marks)
- c) Explain **five** benefits of documented ICT policies and procedures to an organization (10 marks)
37. An intruder with the right background and malicious intent has many ways to infiltrate internal company systems and network devices through the Internet connection.
- (a) Explain **three** threats to information over the internet that may result from such intrusion (6 Marks)
- (b) Explain **three** Internet security protection mechanisms that a company may put in place to avert such a threat (6 Marks)
- (c) Explain **two** uses of computers in each of the following areas. (8 marks)
- Industries
  - Hospitals.
  - Education
  - Research.



38. 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 five benefits that an organization may get from training employees on use of a computer system (10 marks)

(b) Explain **five** ways an organization may use to identify employee s' ICT training and development needs (5 marks)

(c) COVID-19 pandemic resulted in schools shutting 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. Outline **five** benefits of virtual learning classrooms (5 marks)

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