



THE KENYA NATIONAL EXAMINATIONS COUNCIL

Qualification Code : 041306T4BUS
Qualification : Business Management Level 6
Unit Code : BUS/OS/BM/CR/8/6
Unit of Competency: Coordinate Information Communications Technology (ICT) functions

WRITTEN ASSESSMENT

Instructions:

- i. You are allocated **Three (3) hours**.
- ii. This assessment has two sections (**A and B**). Attempt questions in each section as per instructions given in the section.
- iii. You are provided with a separate answer booklet.
- iv. Do not write on the question paper
- v. Marks for each question are indicated in the brackets []

SECTION A: (40 MARKS)**Attempt ALL questions in this section**

1. In recent times, institutions have been installing ICT systems in their buildings to safeguard their security and reduce risks. Outline FOUR such systems. **[4 marks]**
2. Define the following terms as used in ICT.
 - i) Enterprise Resource Planning (ERP). **[2 marks]**
 - ii) Virtual platform. **[2marks]**
3. Identify FOUR components that are crucial for ICT to become operational in an organization. **[4marks]**
4. Identify FOUR ICT technologies that can be adopted by an organization. **[4 marks]**
5. As a manager of an organization, identify FOUR virtual platforms that can be used for effective communication. **[4 marks]**
6. List FOUR human resource management services that can be offered online in an organization. **[4 marks]**
7. Outline FOUR advantages of using Email as a form of communication in an organization. **[4 marks]**
8. Proper use of ICT depends on how well an organization installs its ICT systems. Identify FOUR requirements to be met for successful installation. **[4 marks]**
9. Identify FOUR components of an ICT draft policy. **[4 marks]**
10. Outline FOUR benefits of computer network in an organization. **[4 marks]**

SECTION B: (60 MARKS)

In this section, you are required to answer THREE (3) questions; question ELEVEN (11) is compulsory and any other TWO (2) questions, in the answer booklet provided.

11. You work as an ICT Technician in Mbuyu Technologies. A group of students from a local high school will visit your company on an educational tour. Your supervisor has requested you to make a presentation to the students. Prepare a presentation on the following:
 - a. Meaning of ICT. **[2 marks]**
 - b. Importance of ICT in business. **[10 marks]**
 - c. Challenges faced by an organization in the adoption of ICT. **[8 marks]**
12.
 - a. Explain FOUR benefits of an ICT policy to an organization. **[8 marks]**

- b. Describe SIX factors to be considered in developing an ICT policy in an organization. **[12 marks]**

13.

- a. Explain the steps to be followed in carrying out technology needs assessment in an organization. **[10 marks]**
- b. Explain FIVE factors that an organization may consider when acquiring ICT software and hardware. **[10 marks]**

14.

- a. Explain FIVE security threats faced by organizational ICT infrastructure. **[10 marks]**
- b. Describe FIVE types of computer networks that may be installed in an organization to enhance communication. **[10 marks]**

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