

041306T4BUS

BUSINESS MANAGEMENT LEVEL 6

BUS/OS/BM/CR/08/6/A

COORDINATE INFORMATION COMMUNICATIONS TECHNOLOGY

Nov/Dec 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

CANDIDATE TOOL

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has **TWO** sections **A** and **B**.
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 Three (3) 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: (40 MARKS)

Answer ALL the questions in this section.

1. Information and Communication Technology policies are updated in response to various situations and circumstances to ensure that they remain relevant and effective Outline **three** situations when ICT policy may be dated. (3 Marks)
2. Access controls in ICT are a set of rules and privileges that govern the actions and interactions of users and systems with digital resources, networks, and data. Outline **four** importance of information communication technology access controls to an organization. (4 Marks)
3. When evaluating ICT service providers, organizations should consider several important criteria to ensure they choose a provider that aligns with their needs and standards. State **four** such criteria. (4 Marks)
4. You are an ICT intern at maji masafi company, **Outline** five reasons why you may advice your organization to periodically carry out an ICT needs assessment. (5 Marks)
5. When evaluating ICT service providers, organizations should consider several important factors to ensure they choose a provider that aligns with their needs and standards. State **four** roles of ICT services in supporting the organization's overall objectives and operations. (4 Marks)
6. State **five** reasons why an organization should undertake periodic review of ICT system. (5 Marks)
7. Outsourcing ICT services can offer several benefits. Highlight **four** such benefits of outsourcing ICT services in an organization. (4 Marks)
8. ICT integration involves the seamless interaction and interconnection of ICT elements to achieve specific objectives. Outline **three** objectives of integrating ICT with other organization ICT services. (3 Marks)
9. Outline **four** reasons why organizations choose to upgrade their ICT systems. (4 Marks)
10. Computer networks plays a fundamental role in modern technology, enabling communication, data exchange, and the delivery of various services. State **four** types of computer networks. (4 Marks)

SECTION B: 60 MARKS

Answer any THREE questions in this section.

Maximum marks for each question is 20.

11.

- a) Creating an effective organization ICT (Information and Communication Technology) report is essential for summarizing the state of ICT systems and services within an organization. Explain **six** components of ICT report. (12 Marks)
- b) Explain **four** reasons why organization should back up their data. (8 Marks)

12.

- a) The field of information and communication technology is dynamic and continuously evolving, leading to emerging issues and trends that shape the business industry. Explain **five** information and communication Technology emerging issues in business. (10 Marks)
- b) An Email is a method of exchanging digital messages between people using electronic devices, primarily via the internet. Explain **five** components of an email. (10 Marks)

13.

- a) A cloud-based Enterprise Resource Planning system is a software solution that provides organizations with a centralized platform for managing and integrating various business processes and functions. Explain **five** reasons why business should switch from existing Enterprise Resource Planning to a cloud-based Enterprise Resource Planning system. (10 Marks)
- b) Explain **five** benefits of using social media in an organization. (10 Marks)

14.

- a) Explain **five** ways organizations identify employee ICT training and development needs. (10 Marks)
- b) 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. Explain **five** benefits of virtual learning classrooms. (10 Marks)