

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