

041306T4BUS

BUSINESS MANAGER LEVEL 6

BUS/OS/BM/CR/08/6

COORDINATE INFORMATION COMMUNICATION TECHNOLOGY FUNCTIONS

July/August2024



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE ASSESSOR

1. The paper consists of two sections: **A** and **B**
2. Answer **ALL** questions as guided in each section
3. Marks for each question are indicated in the brackets ()
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This written assessment consists of three (3) printed pages.

**Candidates should check the guide to ascertain that all the pages are printed as indicated
and that no questions or answers are missing.**

SECTION A (40 MARKS)

Answer **ALL** questions in this section

1. Irene, the ICT coordinator leads a team that has been tasked to develop ICT policy for the institution. List any **four** importance of having such a policy in the organization. (4 Marks)
2. ABC Company is evaluating its new technology. Give any **four** factors to consider as an ICT coordinator in evaluating any new technology. (4 Marks)
3. As an ICT person name **four** reasons why it is important to carry out ICT needs assessment when developing an ICT policy for the organization. (4 Marks)
4. System networking should be encouraged in all organizations because of numerous benefits. Highlight any **four** of them. (4 Marks)
5. Most organizations nowadays are experiencing challenges in the security of their systems. Highlight any **four** importance of having systems security. (4 Marks)
6. Many enterprises and individuals are nowadays venturing in online business. Give any **four** disadvantages of doing business online. (4 Marks)
7. As an ICT Manager in an organization you are bound to ethical standards. Mention any **four** of those ethics. (4 Marks)
8. The invention of ICT has brought a paradigm shift in how operations are carried out. State any **four** impacts of ICT in our society. (4 Marks)
9. Procurement of ICT infrastructure requires one to consider a number of factors. Highlight any **four** of those factors. (4 Marks)
10. Information Communication Technology has been applied to numerous services. Give any **four** of them. (4 Marks)

SECTION B (60 MARKS)

Answer question (eleven) **11** and any other **two** questions in this section.

11. The ICT coordinator in BZ Company led a team to develop an ICT policy which was mainly guided by the strategic plan. The ICT coordinator was to manage ICT services in the organization by carrying out several activities like needs assessment, receiving requisition from various departments, carrying out tendering process for ICT services, verification of the procured ICT services, distribution of procured ICT services to the user departments and maintenance of ICT services.
- a) Elaborate **five** reasons why there is need to verify the procured ICT services before being used. (10 Marks)
 - b) The management expects the ICT department to maintain the procured ICT services. Explain **five** advantages of carrying out this activity. (10 Marks)
12. a) An organization which has widened its operations intends to install ICT systems. Suggest **five** reasons why there was the need of ICT system installation. (10 Marks)
- b) An upcoming enterprise in the Sub-Sahara region has approached you to advice on the need to integrate their systems. Expound to them **five** importance of system integration. (10 Marks)
13. a) Adees an ICT coordinator received feedback which was analysed interpreted and shared to the department. Describe **five** advantages of sharing the report. (10 Marks)
- b) One of the affairs of ICT manager is to do system customization so as to achieve the organization objectives. Elaborate **five** reasons why this is so. (10 Marks)
14. a) A consultant firm has been approached by an organization to carry out ICT user training. Propose **five** importance of setting training objectives before carrying out the training. (10 Marks)
- b) Analysed reports do not serve its intended purpose unless it is not shared to the relevant departments in an organization. Describe **five** reasons for disseminating analysed reports to those departments. (10 Marks)