



# COLLEGE OF HUMAN RESOURCE MANAGEMENT

HIGHER DIPLOMA IN SECRETARIAL MANAGEMENT

SUBJECT: ICT

LECTURER: ANTHONY KARANI

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## INSTRUCTIONS

- a) *Attempt all questions*
- b) *Marks will be awarded for the use of relevant examples*
- c) *Allowed time: 2 hours 30mins*

### QUESTION ONE

- a) Define the term information [2 marks]
- b) Describe the following terms as used in file organization [5 marks]
  - i) Index sequential file design
  - ii) Serial file design
- c) Write short notes on the following types of information systems
  - i) Transaction Processing Systems (TPS) [4 marks]
  - ii) Decision Support Systems (DSS) [4 marks]
- d) Define the term data processing and Describe the data processing cycle [10 marks]

### QUESTION TWO

- a) Describe four components of an expert system [8 marks]
- b) Distinguish between structured and unstructured decisions [4 marks]
- c) Briefly analyze five benefits of an information system to an organization [5 marks]
- d) Maintenance is the last stage in the system development life cycle. Briefly describe the four types of maintenance [8 marks]

### QUESTION THREE

- a) Define the following terms as used in internet [6 marks]
  - i) Intranet
  - ii) Downloading
  - iii) E-commerce
- b) Identify any three network topologies giving their characteristics [9 marks]
- c) Analyze five security risks that an organization may be exposed to by commissioning the use of computer networks [5 marks]
- d) Explain ways in which internet technology has improved business operations [5 marks]

### QUESTION FOUR

- a) Describe the following terms; [10 marks]
  - i) Programming language
  - ii) Batch processing
  - iii) Graphical User interface (GUI)
  - iv) Master files
  - v) Pilot changeover
- b) What are the considerations made when designing a new program [5 marks]
- c) List four examples of programming language used by program developers [4 marks]
- d) List the various data collection methods used for the gathering information during system development [6marks]