The
Management
University
of Africa

MUA

Sponsored by the Kenya Institute of Management

DIPLOMA UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA COMMON UNIT

DCU 104 : INTRODUCTION TO ICT AND ETHICS

DATE: 26TH JULY 2022

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.

2. **DO NOT** write on this question paper.

3. This paper contains **SIX (6)** questions.

4. Question **ONE** is compulsory.

5. Answer any other **FOUR** questions.

6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.

7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

INFORMATION SYSTEM

Buzeki is an international company that deals with importation of electronics in the third world war countries. The company has twenty four brunches worldwide and two hundred and fifty employees.

Buzeki limited company has incorporated several information system that the company uses to ensure that it offers quality services to its clients. The information systems incorporated into the company are; Biometric System, Customer relation system and Human Resource System.

The different Information Systems in the company have help in conducting and running the day to day activities effectively and efficiently. Biometric system is used in capturing the daily attendance records of the employees. Customer Relation System is normally used to market the company services to its clients while the Human Resource Management System is used to capture and record employees Bio data.

You have been employed in the company as the new I.C.T manager you are required to propose more Information systems that may be incorporated into the company so as to enhance the productivity of the company services to its clients worldwide.

As the manager you are also required to conduct the following feasibilities studies:

1. Financial Feasibility
2. Environmental Feasibility
3. Legal Feasibility
4. Operational Feasibility

Required

a. Differentiate between I.C.T and Information Systems   **(4 marks)**

b. Compare between ram and rom.   **(2 marks)**

c. Differentiate between Data and Information   **(2 marks)**

d. State three trends in the computer's technological revolution   **(3 marks)**

e. List four types of input devices used in I.C.T   **(4 marks)**

f. Differentiate between IP Spoofing and Password Sniffing.   **(4 marks)**

g. Differentiate between Law and Ethics   **(2 marks)**

h. Define the term Ergonomics   **(1 mark)**

i. Propose four Measures that would be used to fight unethical use of I.C.T   **(8 marks**

Question two

a. Differentiate between First and Second generation computers   **(4 marks)**

b. Define the term input device and give an example of input device   **(2 marks)**

c. Define the term resistor   **(2 marks)**

d. Differentiate between a record and File   **(2 marks)**

Question three

a. Explain four advantages of using computer organization   **(8 marks)**

b. Define the term computer hardware   **(2 marks)**

Question four

a. Describe two unethical Behaviour ICT   **(4 marks)**

b. Explain two types of backups carried out in any organization.   **(4 marks)**

c. Differentiate between Transaction Processing and Batch Processing   (2 marks)

Question five

    a. Define the term cloud computing   **(2 marks)**

    b. Propose four methods of conflict management   **(4 marks)**

    c. Differentiate between Worm and Rootkits   **(2 marks)**

    d. Define the term topology and give an example of topology   **(2 marks)**

Question six

    a. Propose four methods that could be used in file organization   **(4 marks)**

    b. Propose two methods that can be used in data collection   **(4 marks)**

    c. Differentiate between Satellite Transmission and Infrared transmission modes

    (2 marks)