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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR  
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY**

**DBT 032 - ICT POLICY**

Date:

Time:

**INSTRUCTIONS TO CANDIDATES**

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**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

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**QUESTION ONE (30 MARKS)**

1. Define the following terms:

- i. A policy.
- ii. ICT policy.
- iii. An ICT policy document.
- iv. ICT adoption
- v. Ergonomics

(10 Marks)

2. Discuss any three principles for developing digital society policy.

(6 Marks)

3. An ICT policy aims to address various challenges. Discuss any four.

(8 Marks)

4. State any two objectives of an ICT policy.

(2 Marks)

5. Differentiate between a policy and a procedure.

(4 Marks)

**QUESTION TWO (20 MARKS)**

1. State and explain any three employee-related risks. (6 Marks)
2. Discuss the FOUR stages of ICT adoption (8 Marks)
3. Discuss the Innovation Diffusion Theory (6 Marks)

**QUESTION THREE (20 MARKS)**

1. Discuss any five Reasons/benefits of using ICT facilities. (10 Marks)
2. State and explain any five reasons why we need a Policy? (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. A good ICT policy should be established to meet some criterion as part of the requirements. Discuss any five of these. (10 Marks)
2. Discuss the Contents of an ICT Policy Document (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss the backup and business continuity policy (10 Marks)
2. State and explain any FOUR factors affecting ICT adoption process. (8 Marks)
3. Define the term Innovators as used in ICT adoption (2 Marks)