



“Investing in Africa’s Future”

COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE

NPSM525: ICT IN PUBLIC SECTOR MANAGEMENT

SEMESTER 2: FINAL EXAMINATION APRIL 2022

LECTURER: A. Kandiero (Dr)

TIME: 3 HOURS

Answer questions as specified in each section.
Total possible mark is **100**.

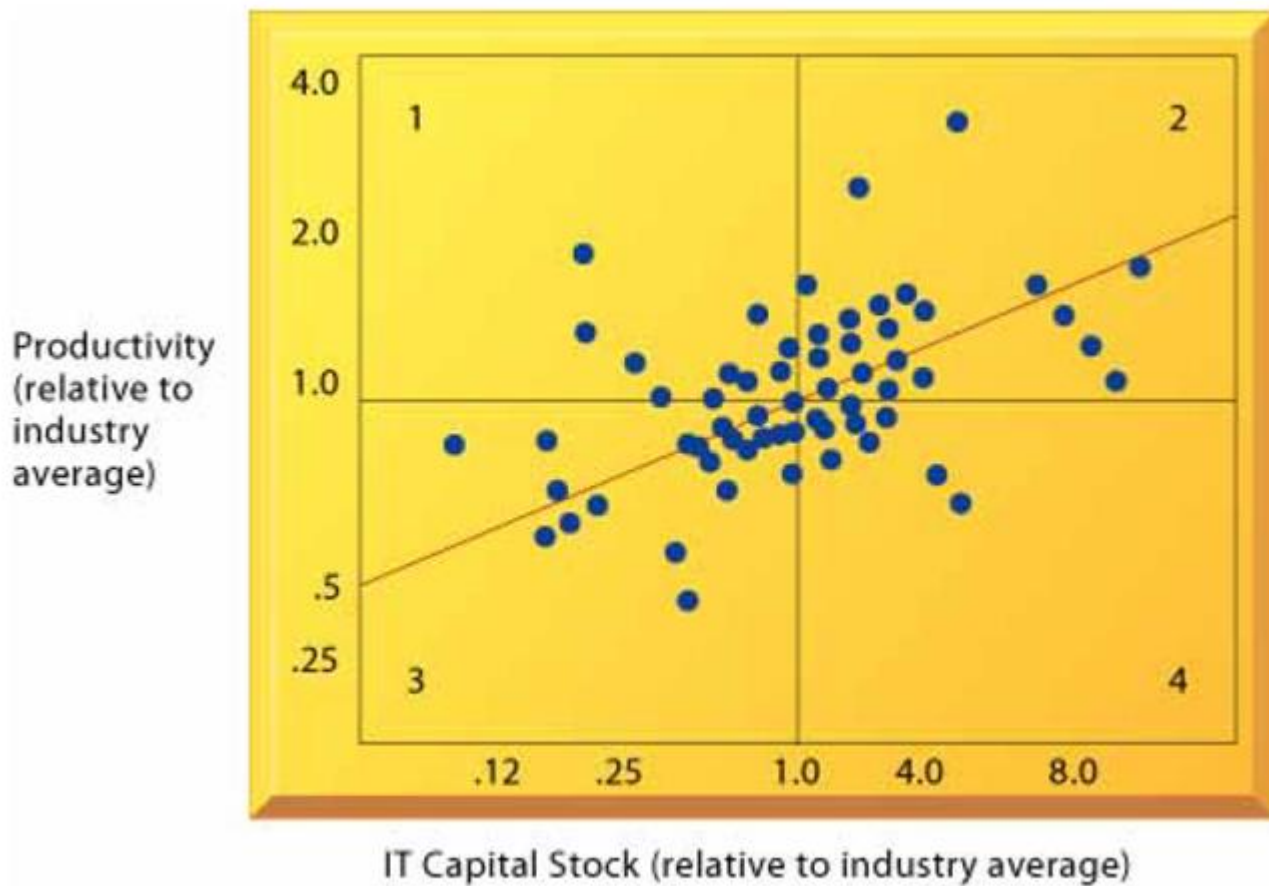
Start **each Section B** question on a new page in your answer booklet.

The marks allocated to **each** question are shown at the end of the section.

Avoid zero-intelligible content and answer in expanded bullet point form.

Credit will be awarded for logical, systematic and neat presentations.

SECTION A – ANSWER ALL QUESTIONS



The above diagram is a depiction of possible scenarios of returns of ICT investments in the Public sector, answer the following questions.

- (a) Distinguish the four quadrants **[12 Marks]**
- (b) Making reference to your own organization or an organization you are familiar with classify it with respect to the four quadrants of returns in ICT in public sector and justify your classification **[20 Marks]**
- (c) What recommendations do you make to the organization referenced in (b) above **[18 Marks]**

SECTION B - ANSWER ANY TWO QUESTIONS

Question 1: ICT Policy (25 Marks)

Outline and describe some key tenets of India's ICT policy that are not part of Zimbabwe's current ICT Policy and would make an invaluable economic contribution.

Question 2: E-commerce (25 Marks)

Write on the e-commerce challenges and opportunities in your country making key policy recommendations to the government and private sector.

Question 3: Ethical, Political and Social Issues (25 Marks)

- a. What ethical, social, and political issues are raised by information systems?
- b. Are there specific principles for conduct that can be used to guide decisions about ethical dilemmas?
- c. Why does contemporary information systems technology pose challenges to the protection of individual privacy and intellectual property?

Question 4: Cloud computing (25 Marks)

Give a detailed definition of cloud computing. Write a paper on cloud computing application opportunities for your organization or country.

Question 5: E-Governance (25 Marks)

- a. Define E-Governance
- b. Outlined and describe the different models of E-Governance
- c. Outline and describe the E-Governance framework/initiative for your country
- d. What recommendations do you make with respect to address E-Governance in your country

END OF EXAMINATION
