



COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NMPSM 525: ICT IN PUBLIC SECTOR MANAGEMENT

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2021

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5 HOURS

INSTRUCTIONS

1. Submit your answers in single PDF format document.
 2. Answer one question
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QUESTION 1 [100]

To gain understanding of the status of Information and Communication Technologies (ICT) used in various public institutions prepare a presentation using power-point focusing on your place of work that will cover the following.

Mission statement of your organization or department.

State the core business and objectives of your organization.

Describe the issue of ICT in your organization focusing on the following:-

- (a) Network infrastructure
- (b) Access to internet
- (c) Online presentation of the organization
- (d) Access to computers
- (e) Information systems used
- (f) Information on ICT strategic plans and policies (at government and at organizational level)
- (g) ICT literacy training
- (h) What budget is allocated to ICT.

QUESTION 2 [100]

Imagine you are giving expert advice to policy makers

- a) Provide an expert synthesis of Zimbabwe's ICT policy
- b) Identify some missing significant loopholes
- c) Elaborate on the socio economic related to the relative adequacy/inadequacy of the ICT policy framework
- d) What priority recommendations do you make

QUESTION 3 [100]

Several ethical, social, and political issues arise as a result of the use of ICTs (the digital world).
With reference to your country/organization.

- a) Outline and describe with specific practical examples the key ethical, social, and political issues in the digital world
- b) What are the solutions available to address the challenges in (a) above, use examples
- c) What significant gaps do you identify in the context of your country/organization
- d) What recommendations do you make

END OF EXAMINATION
