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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2018/2019 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF INFORMATION SCIENCE AND TECHNOLOGY**

**FOR THE DEGREE OF BACHELOR OF INFORMATION SCIENCE**

**COURSE CODE: INS 108**

**COURSE TITLE: ICTs IN RECORDS AND ARCHIVES MANAGEMENT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 04/02/2020 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Illustrate the DIKW model and explain how ICT has helped to realize the components of the model **[15 marks]**
2. Define virtual reference and explain factors that make it quite useful to records and archive managers **[15 marks]**

**QUESTION TWO**

Describe the main parts of a computer and state the importance of each part to records and archives managers **[20 marks]**

**QUESTION THREE**

Discuss the ways in which the electronic mail has revolutionized records and archives management **[20 marks]**

**QUESTION FOUR**

Examine the concept of Adaptive technologies in records and archives management and discuss how the technologies are being used to reach and empower new researchers **[20 marks]**

**QUESTION FIVE**

Discuss the similarities and differences between video conferencing and telephone conferencing and show how each technology can be used to enhance records and archives management services **[20 marks]**