



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF**

**SCIENCE AND TECHNOLOGY**

**(MUMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**2021/2022 ACADEMIC YEAR**

**SECOND YEAR FIRST SEMESTER EXAMINATIONS**

**FOR THE DIPLOMA IN:**

**INFORMATION TECHNOLOGY**

**COURSE CODE: DBT 073**

**COURSE TITLE: EMERGING TECHNOLOGIES AND TRENDS.**

**DATE: 20/04/2022**

**TIME: 3:00-4:30PM**

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TIME: 1 Hour 30 Minutes

**INSTRUCTIONS Answer ALL questions in section A and any THREE in section B;**

*MUMUST observe Zero tolerance to examination cheating*

**SECTION A: 24 MARKS ANSWER ALL QUESTIONS**

- a. i). What is E-Governance? 2 Mks
- ii). Give four advantages of E-Governance. 4 Mks
- iii). Explain various strategies and tactics for implementation of E-Governance. 12 Mks
- b. Explain the following terminologies
  - i. Call center ethics 3 Mks
  - ii. ERP Packages 3 Mks
  - iii. Spatial 3 Mks
  - iv. Palm devices 3 Mks

**SECTION B (40 MKS) Attempt any Three questions**

- Q1.** a) What is e-banking? 2 Mks  
b) What are the advantages of e-banking? 6 Mks  
c) Explain five security techniques in E-Banking. 10 Mks
- Q2.** a). What is E-Learning? 2 Mks  
b). Explain various models of E-Learning. 8 Mks  
c). Explain E-Logistics and Supplier Chain Management. 10 Mks
- Q3.** a) What is knowledge management system? 2 Mks  
b) Give four benefits of Knowledge Management System Architecture. 8 Mks  
c) Explain knowledge management system architecture with diagram 8 Mks
- Q7.** a). Explain five major emerging trends in ICT.10 Mks  
b). Give four Types of problems experienced when using ICT. 8 Mks

**END**