GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS
JANUARY – APRIL 2020 SEMESTER

DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT

COURSE CODE: DIRM 017

COURSE TITLE: RECORDS SYSTEMS AND SERVICES

DATE: **TIME:**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY

Question One

a) Explain why some documents are classified as records while others are not **[6 marks]**

b) Discuss the relevance of records policy in an organization **[10 marks]**

c) List four benefits of managing records **[4 marks]**

d) Describe the procedure of executing a query of a file movement in the registry **[20 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

a) Describe the basic characteristics of a record keeping system **[10 marks]**

b) Before developing a record disposal schedule, a record officer should first establish the value of the records. Describe various aspects evaluated to determine valuable records.

[10 marks]

c)

Question three

a) Discuss various ways of tracking movement of records in the record system **[10 marks]**

b) Discuss ways of protecting vital records in an electronic system **[10 marks]**

Question Four

a) Auditing a record system ensures that record management program functions effectively. Describe challenges experienced in auditing records systems **[10 marks]**

b) Enumerate challenges experienced in managing electronic records **[10 marks]**

Question five

a) Password management is necessary for security of records. Explain why it is important to constantly change system passwords for registry employees. **[10 marks]**

b) Describe any five major components of a registry system **[10 marks]**

Question six

a) Discuss factors to consider in determining documents to be captured as records and how long they should be retained **[10 marks]**

b) Discuss the relevance of record classification **[10 marks]**