



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS MAY – AUGUST 2023 SEMESTER**

### **DIPLOMA IN RECORDS AND INFORMATION MANAGEMENT**

**COURSE CODE: DIRM 010**

**COURSE TITLE: RECORDS MANAGEMENT PROCESS**

**DATE: 1 AUGUST 2023**

**TIME: 3:00 PM – 6:00 PM**

#### **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) Describe the records lifecycle with the help of a diagram [10Marks]
- b) Using relevant examples, discuss the key roles of records management in a business setting [10 Marks]
- c) Discuss relevance of tracking the movement of records in an organization [10 Marks]
- d) Using relevant examples, illustrate Five key uses of records in an organization [10 Marks]

## **SECTION B: ANSWER ANY THREE QUESTIONS**

### **Question Two**

- a) List and briefly explain **five** key skills and competencies you will advocate for staff working in records center [10 Marks]
- b) Discuss challenges experienced in protecting vital records in a registry [10 Marks]

### **Question three**

- a) Discuss **five** challenges of managing electronic records [10 Marks]
- b) Explain why it is important to regularly change system passwords for record managers [10 Marks]

### **Question Four**

- a) ICTs and related technologies are increasingly gaining prominence in their applications in records management. Discuss **Five** ways in which information communication technologies are applied in the records management [10 Marks]
- b) Describe **five** characteristics that must be present in both electronic and paper records [10 Marks]

### **Question Five**

- a) Describe the importance of a records retention policy [10 Marks]
- b) Discuss **two** factors to consider in determining documents to be captured as records and how long they should be retained [10 Marks]

### **Question Six**

- a) Describe **two** standards applicable in managing records [4 Marks]
- b) Using relevant examples, discuss **Four** key emerging issues in records and archives management [16 Marks]