



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
MAY – AUGUST 2023 SEMESTER**

**DIPLOMA IN RECORDS AND INFORMATION  
MANAGEMENT**

**COURSE CODE: DIRM 019**

**COURSE TITLE: RECORD SYSTEMS AND SERVICES**

**DATE: 1 AUGUST 2023**

**TIME: 11:30 AM – 2:30 PM**

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## **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 components of an information system [10 Marks]
- b) Discuss the characteristics of a purposeful record keeping system [10 Marks]
- c) Enumerate relevance of tracking the movement of records in a system [10 Marks]
- d) Discuss five merits of developing a records management system [10 Marks]

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

### **QUESTION TWO**

- a) Discuss factors to be considered when selecting software for managing electronic records [10 Marks]
- b) Discuss challenges experienced in protecting vital records in an electronic system [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) Identify techniques that can be used to monitor the various record systems and services [10 Marks]
- b) Explain the benefits of working with IT specialists when developing a record management system [10 Marks]

### **QUESTION FIVE**

- a) Describe the procedures of migrating files from one system to the other [10 Marks]
- b) Discuss factors to consider in determining documents to be captured as records and how long they should be retained [10 Marks]

### **QUESTION SIX**

- a) Discuss the benefits of computerized data processing [10 Marks]
- b) Identify factors to consider when evaluating the values of records in an information system [10 Marks]