



# **GRETSA UNIVERSITY - THIKA**

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

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

**COURSE CODE: DIRM 022**

**COURSE TITLE: AUTOMATION OF OFFICE RECORDS**

**DATE: 1 AUGUST 2023**

**TIME: 11:30 AM – 2:30 AM**

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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) Discuss the main objectives of automating record management processes [10 Marks]
- b) Discuss factors that hinder the process of automating office records [10 Marks]
- c) Enumerate the relevance of standards in the entire process of automating office records [10 Marks]
- d) Describe the benefits of an open source software [10 Marks]

**SECTION B: ANSWER ANY THREE QUESTIONS**

**QUESTION TWO**

- a) Discuss the benefits of automating record management processes [10 Marks]
- b) Account for the role of ICTs in automating records [10 Marks]

**QUESTION THREE**

- a) Enumerate the features of an integrated record system [10 Marks]
- b) Describe the major technology breakthroughs in records automation since the introduction of IT [10 Marks]

**QUESTION FOUR**

- a) Discuss the software-level prerequisites for an integrated record system [10 Marks]
- b) Write in brief the trends in the development record management systems [10 Marks]

**QUESTION FIVE**

- a) Highlight five common tools that assist in automating office records [10 Marks]
- b) Enumerate the security concerns of an integrated record system [10 Marks]

**QUESTION SIX**

- a) Discuss in depth the meaning of automation, and how it is different from digitization [10 Marks]
- b) Highlight the major activities undertaken in automating office records [10 Marks]