

DIPLOMA IN INSURANCE

Unit Name: Information Communication Technology

Unit Code: DIP 105

SAMPLE QUESTION

Ken, a Clerk working with ABC Insurance Company in Mombasa uses a laptop that contains clients' data that is often transferred and shared with the Heads Office in Nairobi. Periodically, records are updated by use of a Computer-Based Information System (CBIS) software installed at both ends. The company has several branches spread in major towns in the country and has been in operation for five years. Recently, there have been complaints by employees on delayed responses between the branches and the head office computer network, making decision the procedure Ken may follow to ensure proper clients' data management process

- a) Highlight the procedures Ken may follow to ensure proper clients data management process
(5 marks)
- b) Explain three areas where ABC customers may gain by using this software in data processing
(6 marks)
- c) Advise the company on four devices required to improve connectivity between the two-office computers.
(8 marks)
- d) Describe possible security threats that could have caused the delayed data transfer.
(6 marks)
- e) Assuming the CBIS required a feasibility to help overhaul the existing system, explain the areas to work on in the study.
(5 marks)