

STUDENT ID NO. -----

SIGNATURE -----



ACADEMIC COLLEGE OF EDUCATION
LIBRARY

UNIVERSITY OF GHANA

(All rights reserved)

DEPARTMENT OF TEACHER EDUCATION

SCHOOL OF EDUCATION AND LEADERSHIP

COLLEGE OF EDUCATION

END OF YEAR THREE SEMESTER TWO EXAMINATIONS, 2022/2023

B.ED. PROGRAMME

COURSE CODE: TEJS 306

COURSE TITLE: TECHNOLOGY LEADERSHIP AND MANAGEMENT.

Instructions: Answer **all** Questions in Section A and any **three** in Section B

Time: 2 hours

SECTION A

[25 Marks]

Answer **all** Questions in this section

1. What is the primary role of a technology leader?
 - A) Designing software
 - B) Managing projects
 - C) Setting the overall technology direction
 - D) Writing code

2. Which leadership style is characterized by giving team members significant autonomy and responsibility?
 - A) Authoritarian
 - B) Democratic
 - C) Transformational
 - D) Laissez-faire

3. What is the main goal of technology management?
 - A) Maximizing profits
 - B) Minimizing risks
 - C) Achieving business objectives through technology
 - D) Reducing expenses

4. Which of the following is a key component of effective technology governance?
 - A) Micro-management
 - B) Decentralized decision-making
 - C) Lack of communication
 - D) Clear policies and accountability
5. In the context of IT projects, what does ROI stand for?
 - A) Return on Integration
 - B) Return on Innovation
 - C) Return on Investment
 - D) Risk of Inefficiency
6. What is a primary responsibility of a Chief Information Officer (CIO)?
 - A) Human Resources management
 - B) Financial accounting
 - C) Strategic technology planning
 - D) Sales and marketing
7. Which technology management approach emphasizes incremental improvements and adjustments over time?
 - A) Agile
 - B) Waterfall
 - C) Six Sigma
 - D) Big Bang
8. What does the term "IT governance" refer to?
 - A) Managing IT resources only
 - B) Ensuring that IT aligns with business goals
 - C) Restricting access to IT systems
 - D) Developing IT policies
9. What is a key factor in successful technology leadership?
 - A) Ignoring feedback from team members
 - B) Avoiding risk-taking
 - C) Effective communication
 - D) Relying solely on technical skills
10. Which management framework is commonly used for organizing and managing agile projects?
 - A) Scrum
 - B) Six Sigma
 - C) Waterfall
 - D) PRINCE2
11. What is a key aspect of technology leadership?
 - A) Focusing exclusively on short-term goals
 - B) Emphasizing rigid top-down management
 - C) Encouraging innovation and adaptation
 - D) Avoiding any form of risk-taking

12. What does the technology life cycle refer to in technology management?
 - A) The entire lifespan of a technology product
 - B) The stages of technology development, adoption, and eventual obsolescence
 - C) The time it takes to manufacture a technology product
 - D) The annual budget allocated for technology expenses
13. The following are types of recruitment except _____.
 - A) Resignation Recruitment
 - B) Internal Recruitment
 - C) Staffing Recruiters
 - D) Reverse recruitment
14. Which of the following best defines technology leadership?
 - A) A solitary approach to decision-making
 - B) Guiding an organization's technology strategies and innovations
 - C) Maintaining the status quo and resisting change
 - D) Focusing solely on cost reduction
15. Which of the following is NOT a key aspect of effective technology management?
 - A) Innovation and technology adoption
 - B) Cost reduction and efficiency
 - C) Vendor management
 - D) Employee morale
16. Which emerging ICT business model involves the sharing of resources and services over a network, often using a peer-to-peer architecture?
 - A) Blockchain
 - B) Cloud Computing
 - C) Crowdsourcing
 - D) Decentralized Finance (DeFi)
17. Which of the following represents the stages in New Product Development (NPD)?
 - A) Idea Generation – Screening – Product Development – Rollout – Concept Development
 - B) Concept Development – Product Development – Rollout – Idea Generation – Screening
 - C) Idea Generation – Screening – Concept Development – Product Development – Rollout
 - D) Idea Generation – Screening – Product Development – Concept Development – Rollout
18. What role does vision play in technology leadership?
 - A) Vision is irrelevant in technology leadership.
 - B) Vision helps inspire and guide technological initiatives.
 - C) Vision limits the potential for technology innovation.
 - D) Vision is solely the responsibility of the IT department.
19. _____ typically involves purchases of items that are essential for day-to-day operation but do not directly contribute to the company's bottom line.
 - A) Direct Procurement
 - B) Indirect Procurement
 - C) Services Procurement
20. The following are ways in which technology impacts directly business.
 - A) Cloud Computing
 - B) Mobile and Ubiquitous Computing
 - C) Planning
 - D) Globalization

21. The comprehensiveness of an estimated IT cost means The cost must _____
- A) Include cost for the entire lifecycle
 - B) Rely on a detailed document
 - C) Not be biased
 - D) Be credible
22. Which of the following is the correct arrangement of stages of the procurement?
- A) Payment – Sourcing – Purchasing
 - B) Sourcing – Purchasing – Payment
 - C) Purchasing – Payment – Sourcing
 - D) Sourcing – Payment – Purchasing
23. Who conducts a job analysis?
- A) Human Resource Manager
 - B) Information Technology Officer
 - C) General Manager
 - D) Chief Executive Officer
24. The following are the benefits of technology management except _____
- A) Cloud computing
 - B) Global outreach
 - C) Security
 - D) Human resource
25. What does the "SaaS" acronym stand for in the context of emerging ICT business models?
- A) Software as a Service
 - B) System as a Solution
 - C) Storage as a Strategy
 - D) Security as a Standard

SECTION B

Answer only **three** questions in this section.

1. (a) What is business model? **5 marks**

(b) Explain the following business models.

Business -To- Business Models (B2B)	5 marks
Business -To-Consumer Models (B2C)	5 marks
Subscription-Based Models	5 marks
On-Demand Business Model	5 marks

2. A) Explain the term Budget in an IT project **5 marks**

(B) Explain 4 benefits of an IT strategy. **20 marks**

3. Explain **5** ways in which Technology Directly Impacts Business Growth **25 marks**

4. a) Explain the differences between Job evaluation and Performance Appraisal **10 marks**

5. A) What is an IT Strategy? **10 marks**

B) Explain the following 3 main types of service level agreement **15 marks**

- i. Customer Service Level Agreement
- ii. Internal Service Level Agreement
- iii. Multi-Level Service Level Agreement