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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