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Department of Examinations, Sri Lanka

Limited Competitive Examination for Recruitment to Class I
Grade III of Sri Lanka Information and Communication
Technology Service - 2015 (2016)

**(02) Aptitude for Information and Communication
Technology Management**

Question No.	Marks
1	
2	
3	
4	
5	
6	
Total	
Marking Examiner	
Checked by	

Two hours

Answer **all** questions **on this paper itself.**   Index No. : ....

1. Question No.s **(i)** to **(v)** are based on the following incident/situation.

   A certain Local Government wishes to introduce some e–Services for citizens to access the existing services they offer at the counter easily. Assume that you are the responsible officer at the ICT division of the local government to work on this project. As the first step, the management of the local government requests you to do an initial study about the exiting services that are being offered to citizens and prepare a project proposal. You have provided the following check list by the management as a term of reference (TOR) to scope out the project.

   * List out the citizen services that can be categorized as e–Service.

   * Prioritize above services and re–engineer those services, if necessary.

   * Consider the security aspects of the entire information system to avoid service interruptions and delays.

   (i) What does it mean by an 'e–Service'?

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   (ii) Write down **two** e–Services that are being offered by the Government of Sri Lanka?

   (a) ....

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   (b) ....

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[See page two

(iii) What do you mean by BPR?

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(iv) What are the main benefits of e–Services compared to the services presently being offered at the counter?

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(v) Briefly explain any **two** advantages of e–Governance.

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(02×5 = 10 marks)

2. Question No.s **(i)** to **(v)** are based on the following incident/situation.

> In an organizational setting, the main application of information is in making sound decisions and finding the best remedies to problems. In order to achieve this, most organizations have embraced different information systems. Information systems obtain data as input, process them and output useful information for decision making. Management information systems are computer based information systems, which provide speedy and flexible access to information to make effective decisions in several management areas. There exists many management information system types such as Management Information Systems (MIS), Executive Support Systems (ESS), Decision Support Systems (DSS), Knowledge Management Systems (KMS), Human Resources Management Systems (HRMS), etc. One common thing about these information systems is that they all contribute towards the making of sound decisions, which help the organizations to grow. What differentiates these systems is the level in the management hierarchy, at which they are being used and the purpose of using them.

[See page three

2

Limited Competitive Examination for Recruitment to Class I Grade III of Sri Lanka Information and Communication Technology Service - 2015 (2016)
(02) Aptitude for Information and Communication Technology Management

- 3 -

Index No. : ....

16

(i) What are the basic components of a management information system?

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(ii) What government organizations are responsible for managing citizens' information system or E–Population Register?

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(iii) Draw a context level Data Flow Diagram (DFD) for the citizens' information system or E–Population Register, indicating all external entities clearly.

(iv) Briefly explain what do you mean by 'e–HRMS'.

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(v) Explain why e–HRMS is important to the government organizations. Which key ministries and institutions are responsible to maintain the e–HRM System in Sri Lanka?

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(04×5 = 20 marks)

3. Question No.s (i) to (v) are based on the following incident/situation.

'Information Security' is the practice of defending information from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. It is a general term that can be used regardless of the form the data may take (e.g. physical or electronic). Protection of individual privacy has also become a major concern in organizations today. Hence, E–Government programs typically incorporate approaches to uniform privacy practices, digital signature standards and cryptography standards for sensitive information. ICT security issues and concerns are becoming more prevalent and increasingly complex as the pace of technology implementation continues to accelerate. This phenomenon has affected both private and public sectors of country. According to the Sri Lanka Computer Emergency Response Team (SL–CERT), the current generation of information systems are based on the Internet and this raises the vulnerability to attacks with growing presence of bugs at developing stage as well as at the production stage. The range of wireless radio networks (Wi-Fi) has unlocked new outbreak fronts, which are extremely difficult to protect, since they are more fundamentally available to everybody.

(i) What are the basic symptoms that can be identified of a virus attack on a computer?

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[See page five

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(ii) What are the organizational level actions which prevent cyber attacks on information systems?

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(iii) What are the things that you need to do as the first step of developing an information security policy?

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(iv) How do you enhance awareness of the information system users on security policies of the organization?

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(v) What are the actions that should be taken by the information security manager, if he/she is informed or notified about a security breach or a threat?

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(04×5 = 20 marks)

4. Question No.s **(i)** to **(v)** are based on the following incident/situation.

> During an audit examination by the internal Audit Section of the Public Information Development Department relevant to the Administration Section of the Department, it was observed that many officers of the Department obtain leave as a right or entitlement. While it was brought to the notice of the Audit Officers, of the many instances where most officers have not submitted regularised leave application forms, it was also observed that the Approved Leave Register of the Departmental Officers was not updated. In addition it was brought to the notice of the Audit Officers that the newly appointed officers to the Department have not submitted the necessary documents at the time of acceptance of the appointment and most of these officers have not submitted their Asset Declaration Forms.

   (i)   Name a document that a person who has received an appointment to the public service should submit to the Head of Department when reporting for duty.

   ....

   (ii) Under what Form should an officer receiving a new appointment should submit the Declaration of Assets?

   ....

   (iii) Define 'leave' according to the Establishments Code.

   ....

   ....

   (iv) Under what Form General should an officer apply leave to be spent in the Island?

   ....

   (v)   Under what Form General should the Approved Leave Register of a Public Institution be kept?

   ....

(02×5=10 marks)

5. Question No.s **(i)** to **(v)** are based on the following incident/situation.

> The Director has decided to transfer all the officers attached to the department from 01.01.2017 as a step towards increasing the efficiency and productivity of the Regional Development Department. Accordingly, relevant steps are to be taken to establish a Transfer Board within the Department according to schemes and regulations of the Public Service Commission. In addition, as a step toward making the officers serving in the Department more disciplined, a special seminar was organised including, offences committed, punishments, disciplinary actions etc, while a special training program on the Government Financial Regulations was arranged for the officers of the Accounts Section. Accordingly, it is hoped to prepare the Income and Expenditure Estimates of the Department for year 2017 in a more regularised manner.

(i) State **one** method of transferring public officers.

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(ii) State an instance of a transfer that **does not** come under the subject matter of a Transfer Board.

....

(iii) State a type of Estimate included in the Income and Expenditure Estimates of a public Institution.

....

(iv) Name a **minor** punishment public officers can be subjected to.

....

(v) Name **one** major offence head, under the second schedule that can be committed by public officers.

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(04×5=20 marks)

6. Question No.s **(i)** to **(v)** are based on the following incident/situation.

> The following facts were revealed from a complaint made by a Trade Union, to the Secretary of the Infrastructure Services Ministry.
>
> * Irregularities happening in the Ministry Stores.
> * In several instances the Store Keeper has not acted according to the general behaviour of the Establishments Code.
> * The Store Keeper is not suitable to that post, since he has not completed the Efficiency Bar.
>
> The Secretary, appointed an Assistant Secretary of the Ministry to conduct a preliminary investigation according to the above complaint, and named an officer to prepare a preliminary report according to the Financial Regulations if there are damages or losses according to the report of the preliminary investigation. In addition, the Secretary decided to take future action according to the preliminary investigation report regarding the actions of the Store Keeper.

(i) State **two** reasons why it is important for a public officer to fulfil the requirements of his Efficiency Bar.

(a) ....

....

(b) ....

....

(ii) State **two** facts that are relevant to losses/damages (F.R.102) according to the Government Financial Regulations.

(a) ....

....

(b) ....

....

(iii) State **two** facts that should be included in the preliminary report to be prepared regarding the above losses/damages.

(a) ....

....

(b) ....

....

(iv) State **two** ways of how a public officer should act under the 'General Behaviour' according to the Establishment Code.

(a) ....

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(b) ....

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(v) Explain briefly the aims of conducting a preliminary investigation regarding a misconduct inside a Public Institution.

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(04×5=20 marks)

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