



KENYATTA UNIVERSITY
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE AND BACHELOR OF SCIENCE (RECORDS
MANAGEMENT & INFORMATION TECHNOLOGY)

ISC 400: CONSULTANCY IN INFORMATION WORK

2ND SEMESTER 2021/2022

TIME: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO questions

1. Discuss the five phases of a consulting process. Illustrate your answer with examples.
(20 Marks)
2. You have been asked to write a consultancy report in an organization you have worked for:
 - a) State FOUR characteristics that the report should display. (4 Marks)
 - b) Discuss the main section that you should include in the report. (16 Marks)
3. The collaborate consultancy model is an approach to handling clients. Discuss this model highlighting its strength and limitations. (20 Marks)
4. Describe the major sections that should be included in a consultancy proposal. (20 Marks)
5. As a consultant, discuss the various ways in which you can help an organization such as an academic library. (20 Marks)