



KENYATTA UNIVERSITY

**EXAMINATION FOR THE DEGREE OF BACHELOR OF MASTER OF RECORDS
MANAGEMENT AND INFORMATION TECHNOLOGY
ISC 811: CONSULTANCY IN INFORMATION SERVICES**

1ST SEMESTER 2023/2024

TIME: 3 HOURS

INSTRUCTIONS: Answer questions ONE and any other TWO questions.

1. a) Discuss the five phases of a consulting process. Illustrate your answer with examples. (5 marks)
 b) Why does an organization need consultancy services? (6 marks)
 c) Discuss the concept "three-legged stool makes a contract" in consultancy. (9 marks)
2. You have been asked to write a consultancy report for 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. Compare and contrast the expert-based and collaborative models as approaches to the consultant/client relationship highlighting their strengths and limitations. (20 marks)
4. a) As a consultant, discuss the various ways in which you can help an organization such as an academic library. (10 marks)
 b) Discuss how you can manage conflict in implementing change in an organization you have consulted for using Gordon Lippitt summarized principal methods of resolving interpersonal conflict. (10 marks)
5. a) Citing appropriate examples explain the relevance of ethics in management consultancy. (10 marks)
 b) Discuss the characteristics of consulting professional behaviour? (10 marks)