



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2015/2016

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF PUBLIC POLICY AND ADMINISTRATION

APP 807: PUBLIC SECTOR INFORMATION SYSTEMS MANAGEMENT

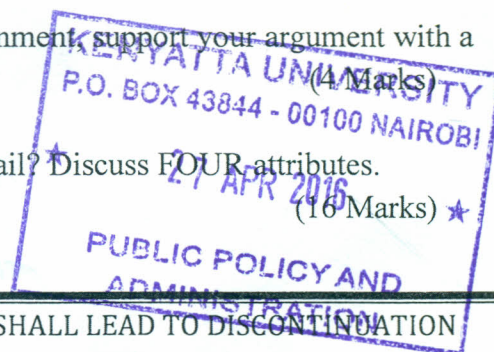
DATE: Wednesday, 6th April 2016

TIME: 5.30 p.m. - 8.30 p.m.

INSTRUCTIONS:

Attempt Question One and any other Three

1. a) Discuss the following software acquisition methods:
 - Software
 - Off shelf
 - Freeware
 - Customized software
- b) Using the knowledge from the paper: *USING ICTS TO STRENGTHEN GOVERNMENT TRANSPARENCY AND RELATIONS WITH CITIZENS IN KOREA*, discuss five areas/achievements that OPEN (Online Procedures Enhancement) was able to cover. (10 Marks)
2. Using the knowledge from the paper: *USING ICTS TO STRENGTHEN GOVERNMENT TRANSPARENCY AND RELATIONS WITH CITIZENS IN KOREA*, discuss how any four legal frameworks developed ensured citizen centered service delivery. (20 Marks)
3. ICT has been seen as one of tools that leads to transformative governance. Using your knowledge on Batho Pele Philosophy from the paper "*E-Government & Public Service Delivery: Enabling ICT to put 'People First' - A Case Study from South Africa*", discuss any FIVE of the nine principles postulated by the philosophy to guide public servants showing how they contribute to transformative governance. (20 Marks)
4. From the class discussions, discuss why system users and top management support might play a key role in the success/failure of e-governments endeavours. (20 Marks)
5. a) ICT policy is a key tool in IT/Business alignment, support your argument with a two (2) point justification. (4 Marks)
- b) What does governance in e-governance entail? Discuss FOUR attributes. (16 Marks)



INVOLVEMENT IN ANY EXAMINATION IRREGULARITY SHALL LEAD TO DISCONTINUATION