



**UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
END OF SEMESTER I EXAMINATION ACADEMIC YEAR 2024/2025**

DEPARTMENT : MANAGEMENT
YEAR OF STUDY : TWO
PROGRAM : REC
COURSE : RECORDS CENTRE MANAGEMENT
COURSE CODE : RAM 2101
DATE : THURSDAY 12TH DECEMBER, 2024
TIME : 14:00-17:00 HOURS
DURATION : 3 HOURS

INSTRUCTIONS:

- i. This paper consists of **TWO** sections, **SECTION A & B**
- ii. Answer **FOUR (4)** Questions in all.
- iii. Section A is **COMPULSORY**, Answer any **THREE** questions from **Section B**
- iv. Credit will be given for the use of relevant examples and illustrations.
- v. Mobile phones are **NOT** allowed in the exam room.
- vi. **DO NOT** write anything on this question paper, rough work should be done in the answer booklet and cancelled through.
- vii. Start a new number on a new fresh page.

SECTION A (THIS SECTION IS COMPULSORY)

QUESTION ONE

Read the passage below and answer the questions that follows;

ICEA Insurance Company operates a centralized Commercial Records Center, which serves as the repository for all company records, including legal, financial, and transactional documents. This Records Center plays a critical role in managing the entire lifecycle of records, from their creation to their ultimate disposition. The center is designed to foster seamless collaboration among its users, providing a pre-configured platform specifically tailored to support the implementation of records management and retention programs.

Despite these efforts, the Records Center is currently facing several challenges. The organization's records management system is undermined by the absence of a comprehensive platform for accessing historical business data. This lack of centralized access hinders research efforts by external parties such as academics, journalists, and legal professionals, who rely on the company's past records to inform their work. Moreover, the records center is held accountable for the inefficiency in managing records, which has led to inadequate and sometimes erroneous decision-making due to insufficient historical evidence. Furthermore, there is no effective platform to retrieve past business transactions, contributing to the growing concerns within the company.

The absence of a fully organized records management system aligned with ICEA Insurance's Retention Policy has resulted in critical informational gaps. These gaps have further contributed to a weakened decision-making process within the company, highlighting the pressing need for an optimized records management framework.

Required:

- a) Analyze the various phases involved in the records management process at ICEA Insurance Company. **(10 Marks)**
- b) Explain the key duties and responsibilities of the staff operating within the Records Center of ICEA Insurance. **(10 Marks)**
- c) Identify and explain five significant challenges faced by the Records Center, impacting its operational effectiveness. **(10 Marks)**
- d) Discuss how a well-structured Retention Policy could mitigate the challenges faced by the company's Records Center and improve its overall functionality. **(10 Marks)**

SECTION B (ANSWER ANY THREE QUESTIONS FROM THIS SECTION)

QUESTION TWO

As one of the students from UICT who learned about best practices in records management with a focus on the procedures for accessioning records into a central records repository during the recent educational tour to the National Archives, basing on the insights gained from the tour;

- a) Describe the key steps involved in the accessioning process when records are transferred from government agencies to the National Archives. **(10 Marks)**
- b) Reflect on how the knowledge gained from the educational tour to the National Archives could influence the improvement of the accessioning procedures at UICT. **(10 Marks)**

QUESTION THREE

Development in the field of information and communication technologies (ICT's) requires records and informational professionals to re-think in order to address the various changes and challenges of the information society. As a Records Officer with a lot of knowledge in this field;

- a) Explain the changing roles of the information professional's/Records officers in responding to various changes and challenges in modern society as a result of a development in ICT's **(10 Marks)**
- b) Examine the new skills and competences which are required of information professional's/Records officers to effectively address these changes and challenges. **(10 Marks)**

QUESTION FOUR

- a) Define the following terms in the context of records and archives management;
- i. Records Centre **(02 marks)**
 - ii. In-house records center **(02 marks)**
 - iii. Accessioning **(02 marks)**
 - iv. Commercial records center **(02 marks)**
 - v. Appraisal **(02 Marks)**
 - vi. Records disposal **(02 Marks)**
 - vii. Retention schedule **(02 Marks)**
- Marks)**
- b) Mention six importance of records appraisal **(06 marks)**

QUESTION FIVE

Asio works as a Records Assistant at Wakiso district and she is expected to clearly define the principal functions of her department in the district. In view of this;

- a) List the **five** principal functions Asio would consider for the department. **(05Marks)**
- b) Give **five** prefix codes with numbers for the functions of each department. **(05 Marks)**
- c) Construct a key word list of at least **five (5)** words used to create references. **(05 Marks)**
- d) Assign File Reference Numbers using prefix codes and numbers from the keywords and codes you have created. **(05 Marks)**

QUESTION SIX

You have recently been appointed as a Records Management Officer at a new records center that is tasked with managing the storage, retrieval, and archiving of important organizational documents. The records center is in the process of implementing a new records management system to improve organization and efficiency. As part of this initiative, you are responsible for designing sample forms and registers that will be used for tracking and maintaining accurate records. In line with this;

- a) Design the any five (5) layouts for each sample form and register mentioned above. **(15 Marks)**
- b) Explain five (5) ways in these forms and registers will improve the efficiency and accuracy of record management in your center. **(05 Marks)**

QUESTION SEVEN

- a) As a Records Manager responsible for maintaining electronic records;
 - Explain five measures that you will put in place to secure such records **(10 Marks)**
 - Explain five benefits of keeping electronic records **(10 Marks)**

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