

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF SCIENCE AND ENGINEERING

COMPUTER SCIENCE DEPARTMENT

BSc HONORS DEGREE IN INFORMATION TECHNOLOGY

E-GOVERNANCE-IT411

2 HOURS 30 MINUTES

NOV 2024

INSTRUCTION TO CANDIDATES

This paper carries five (5) questions. Answer **ALL**.

Marks are indicated in brackets at the end of each question. Total marks are **100**.

Question 1

- a) Differentiate e-governance and e-government using two practical examples in your answer. [8]
- b) E-government offers services to those within its authority to transact electronically with the government. These services differ according to users' needs, and this diversity has given rise to the development of different types of e-government. Explain the following e-government functions:
- (i) Government-to-citizen (G2C) [6]
 - (ii) Government-to-business (G2B) [6]

Question 2

- a) Technical and non-technical threats of e-government are both a cause of concern for fully implemented e-government functions.
- (i) Identify any **four** technical threats of e-government. [8]
 - (ii) Explain any **three** non-technical threats of e-government. [6]
- b) The Interactive-Services model depends on IT tools to successfully implement e-government functions.
- Describe **six** IT tools which are critical in e-government functions. [6]

Question 3

Explain the importance of Data Mining in the following applications.

- a) Banking and finance [5]
- b) Telecommunications industry [5]
- c) Retail industry [5]
- d) Customer relationship management (CRM). [5]

Question 4

- a) Given recent case showing evidence of possible intrusions in the national digital election process, what are cyber security mechanisms to secure it? [12]
- b) Explain four factors that influence the adoption of Cloud ERP among SMEs? Include examples in your answer. [8]

Question 5

- a) There are several challenges that can delay progress towards realizing the promise of e-government.

Explain how each of the following can be a barrier to e-government.

- (i) Digital divide. [3]
- (ii) Culture [3]
- (iii) Lack of partnership and collaboration. [3]
- b) Discuss Wider Dissemination model and Interactive-Service model in detail. [11]

*****END OF PAPER*****