

**PASS UNEB ICT PAPER ONE 2025 WITH THESE 60 QUESTIONS
ALL QUESTIONS ARE COMPULSORY**

TIME: 30HRZ

SECTION A

20 ITEMS

Item 1a.

The head teacher of BBR secondary school is planning to organize an assembly to sensitize 200 new students about the school rules and regulations. The students will be required to assemble in the main hall. The Head Teacher would like to have a visual presentation of his speech and also give out a copy of the rules and regulations to each student.

The head teacher's secretary, who is your brother, has been tasked to prepare whatever the Head Teacher will need to have a successful assembly, but has no idea of the appropriate ICTs that can be used and how they are used.

Your brother has approached you for help.

Task:

Explain to your brother the ICTs he can use and how to use them to ensure that the Head Teacher has a Successful assembly.

Item1b.

A community health center aims to educate the local population about preventive measures for common diseases. They plan to hold workshops and distribute informative materials to attendees.

Task:

Identify and describe the ICT tools and strategies that can be employed to enhance the effectiveness of these workshops and ensure the materials are accessible to the community.

Item1c.

A small business owner wants to promote her products to a wider audience and manage customer orders more efficiently. She has limited knowledge of digital marketing and e-commerce platforms.

Task:

Recommend ICT solutions that can help the business owner expand her reach and streamline order management, including any necessary training or resources she might need.

Item1d.

A university lecturer intends to conduct online assessments for his students to accommodate remote learning. He needs a system that allows for secure, timed examinations with automatic grading where possible.

Task:

Suggest appropriate ICT platforms or tools that the lecturer can use to administer these assessments, ensuring academic integrity and efficiency.

Item1e.

An agricultural extension officer plans to disseminate best farming practices to farmers in remote areas. The goal is to improve crop yields and introduce sustainable farming techniques.

Task:

Propose ICT-based methods that the officer can utilize to effectively reach and educate the farmers, considering potential challenges such as limited internet connectivity.

Item1f .

A non-profit organization is organizing a virtual conference to discuss environmental conservation strategies. They expect participants from various regions, some with limited technical expertise.

Task:

Outline the ICT tools and support systems that should be implemented to ensure the conference runs smoothly and is accessible to all participants.

Item1g

A secondary school plans to implement a digital library system to provide students with access to educational resources both on-campus and remotely.

Task:

Describe the ICT infrastructure and software solutions necessary to establish the digital library, including considerations for user training and system maintenance.

Item1h: A local government office aims to improve public service delivery by digitizing records and implementing an online portal for citizen services.

Task:

Discuss the ICT initiatives that should be undertaken to achieve this digital transformation, addressing potential challenges such as data security and user adoption.

Item1i: A retail company wants to analyze customer purchasing behavior to tailor its marketing strategies and improve sales. They have collected substantial sales data over the past year.

Task:

Explain how the company can utilize ICT tools to process and analyze the sales data, and how these insights can inform their marketing decisions.

Item1j: A hospital is looking to implement an electronic health record (EHR) system to enhance patient care and operational efficiency.

Task:

Identify the key ICT components required for the EHR system and discuss the steps necessary for its successful implementation, including staff training and data migration.

Item1k: A regional hospital has been experiencing challenges with patient data management, leading to delays in treatment and administrative inefficiencies. The hospital currently uses paper-based records, which are prone to misplacement and are difficult to share among departments. Recognizing the need for modernization, the hospital administration has decided to implement an Electronic Health Record (EHR) system. However, they are concerned about data security, staff adaptability to new technology, and the overall cost of implementation.

Task:

Develop a comprehensive plan for the hospital to transition from paper-based records to an EHR system. Your plan should address data migration, staff training, data security measures, and a cost-benefit analysis of the implementation.

Item1l: A national retail chain has noticed a decline in customer satisfaction, attributed to long checkout lines and frequent stock shortages. To enhance the shopping experience, the management is considering the adoption of advanced technologies such as Point of Sale (POS) systems, inventory management software, and customer relationship management (CRM) tools. They aim to streamline operations, maintain optimal stock levels, and personalize customer interactions.

Task:

Propose an integrated ICT solution that the retail chain can implement to address the identified issues. Detail how each technology component will contribute to improving operational efficiency and customer satisfaction.

Item1m: A university's admissions office is overwhelmed during enrollment periods due to manual processing of applications, leading to delays and errors. The university seeks to develop an online admissions portal that allows prospective students to apply, track application status, and receive admission decisions electronically. Additionally, the system should facilitate communication between applicants and admissions counselors.

Task:

Design a blueprint for the online admissions portal, specifying the necessary features, user roles, data security considerations, and the steps required to develop and implement the system.

Item1n: A city's public transportation department is facing challenges with route planning and schedule adherence, resulting in commuter dissatisfaction. The department lacks real-time data on vehicle locations and traffic conditions, making it difficult to adjust routes and schedules dynamically. To improve service reliability, they are considering the implementation of a GPS-based fleet management system integrated with traffic monitoring.

Task:

Outline the components and functionalities of a GPS-based fleet management system suitable for the public transportation department. Explain how real-time data can be utilized to optimize routes, improve schedule adherence, and enhance overall commuter satisfaction.

Item1o: A rural school district aims to enhance the quality of education by integrating ICT into the classroom. However, challenges such as limited internet connectivity, lack of digital devices, and insufficient teacher training hinder this initiative. The district seeks to implement a sustainable solution that leverages technology to improve student learning outcomes without relying heavily on internet access.

Task: Recommend an ICT integration strategy for the rural school district that addresses the challenges mentioned. Consider alternative technologies, teacher training programs, and methods to ensure the sustainability of the initiative.

Item1p: A mid-sized enterprise has been experiencing frequent cybersecurity incidents, including phishing attacks and malware infections. The company's data protection measures are outdated, and employees lack awareness of cybersecurity best practices. To safeguard its assets and reputation, the company plans to overhaul its cybersecurity framework and cultivate a culture of security awareness among staff.

Task: Develop a comprehensive cybersecurity enhancement plan for the enterprise. Include technical measures, employee training initiatives, incident response protocols, and strategies to foster a security-conscious organizational culture.

Item1q: A non-governmental organization (NGO) focused on disaster response is struggling with coordination during emergencies due to fragmented communication channels and data silos. The NGO seeks to implement an integrated information system that enables real-time communication, resource tracking, and data sharing among field teams and headquarters.

Task:

Design an integrated information system for the NGO that facilitates efficient disaster response operations. Detail the system's components, functionalities, data management practices, and how it will improve coordination and decision-making during emergencies.

Item1r: A higher education institution plans to launch a distance learning program to accommodate students who cannot attend on-campus classes. The institution needs to develop an online learning platform that supports course delivery, student assessments, and interactive features such as discussion forums and virtual classrooms.

Task:

Propose the key features and technical requirements of the online learning platform. Discuss how the platform can ensure academic integrity, foster student engagement, and provide support for both students and instructors.

Item1s: A manufacturing company is facing inefficiencies in its supply chain management, leading to increased operational costs and delays in product delivery. The company lacks visibility into inventory levels, supplier performance, and demand forecasting. To address these issues, the management is considering the adoption of a Supply Chain Management (SCM) system integrated with data analytics capabilities.

Task:

Explain how an SCM system with data analytics can improve the company's supply chain operations. Identify the key features of such a system and how it can be implemented to achieve cost reductions and timely product deliveries.

Item1t: A public library aims to digitize its collection to preserve rare documents and provide remote access to patrons. The project involves scanning physical materials, creating metadata, and developing an online portal for users to search and access digital resources. The library must also address copyright considerations and ensure the digital archive's sustainability.

Task:

Develop a plan for the library's digitization project, covering the digitization process, metadata standards, online portal features, copyright management, and strategies to ensure the long-term sustainability of the digital archive.

SECTION B

PART 1

20 ITEMS

Item 2a.

AB trading center has experienced an increase in population along with an increase in prolonged use of ICTs. Your Friend Moses, a counselor, has noticed an overwhelming amount of ICT junk dumped carelessly and an increase in internet abuse.

He feels this may cause environmental and health issues among the population. Moses would therefore like people to be sensitized, but lacks information on how to manage; ICT Junk, internet abuse and health related issue that may arise due to prolonged use of ICTs. He has approached you for help.

Task:

Provide the information Moses can use to sensitize the population.

Item 2b: A local community center has received numerous complaints about the improper disposal of electronic devices, leading to environmental pollution. The center plans to launch an awareness campaign but lacks detailed information on e-waste hazards and safe disposal methods.

Task: Prepare a comprehensive guide for the community center detailing the dangers of improper e-waste disposal and recommend safe practices for managing electronic waste.

Item 2c: A high school has recently integrated tablets and laptops into its curriculum. Teachers have observed students experiencing eye strain and poor posture due to prolonged device usage.

Task: Develop a set of guidelines for students and teachers to promote healthy device usage habits, minimizing health risks associated with extended ICT use.

Item 2d: An NGO focuses on rural development and plans to introduce ICT tools to enhance agricultural practices. However, there is concern about the potential accumulation of e-waste in these communities over time.

Task: Advise the NGO on strategies to implement ICT solutions sustainably, ensuring proper e-waste management and minimal environmental impact.

Item 2e. A city's public library offers free internet access to patrons. Recently, there have been incidents of users accessing inappropriate content, raising concerns among staff and visitors.

Task: Recommend measures the library can implement to prevent internet abuse while maintaining open access for educational purposes.

Item 2f.

A university's IT department has noticed an increase in outdated computers and peripherals piling up in storage rooms. They are unsure how to dispose of this equipment responsibly.

Task:

Provide a plan for the university to manage and dispose of its obsolete electronic equipment in an environmentally friendly manner.

Item 2g.

A small business has equipped its employees with smartphones and laptops to improve productivity. Some employees have reported ergonomic issues and digital eye strain.

Task:

Create a workplace policy that addresses health concerns related to prolonged ICT use, including ergonomic practices and regular breaks.

Item 2h.

A community health clinic plans to digitize patient records. Staff members are concerned about data privacy and the potential for cyber threats.

Task:

Outline the steps the clinic should take to secure digital patient records and educate staff on maintaining data confidentiality.

Item 2j:

A local government office has received complaints about the accumulation of discarded electronic devices in public areas, posing health risks to residents.

Task:

Suggest a community-based program to manage e-waste collection and promote recycling among residents

Item 2k:

A school's computer lab has outdated equipment that needs replacement. The administration is concerned about the environmental impact of discarding old computers.

Task:

Recommend environmentally responsible options for the school to dispose of or repurpose its old computer equipment.

Item 2l:

An online learning platform has seen increased usage, leading to concerns about students' screen time and potential health effects.

Task:

Develop guidelines for students to manage screen time effectively and maintain a healthy balance between online learning and offline activities.

Item 2m:

A tech company has introduced a bring-your-own-device (BYOD) policy. Employees are concerned about data security and personal device management.

Task:

Create a BYOD policy that addresses security protocols, employee responsibilities, and best practices for device usage.

Item 2n:

A community college offers courses in ICT but lacks a plan for disposing of outdated training equipment, leading to storage issues.

Task:

Propose a sustainable e-waste management plan for the college's ICT department to handle obsolete equipment.

Item 2o:

A local youth center provides free internet access. Staff have observed youths engaging in cyberbullying and accessing harmful content.

Task:

Design an educational program to promote responsible internet usage and address the issues of cyberbullying and online safety.

Item 2p:

A company's remote employees have reported discomfort due to inadequate home office setups, affecting their productivity and health.

Task:

Develop a guide for remote employees on setting up ergonomic home workstations to prevent health issues related to ICT use.

Item 2q:

A city plans to implement public Wi-Fi in parks. Officials are concerned about potential misuse and the safety of users.

Task:

Advise the city on measures to ensure secure and appropriate use of public Wi-Fi networks.

Item 2r:

A school district is rolling out one-to-one devices for students. Parents are worried about increased screen time and its impact on children's health.

Task:

Suggest strategies the district can implement to balance technology use with students' well-being.

Item 2s:

A nonprofit organization has received donations of used computers for community training but is unsure how to refurbish and distribute them safely.

Task:

Provide a plan for refurbishing donated computers, ensuring they are safe and functional for community use.

Item 2t:

A university is developing an e-waste recycling program but lacks engagement from students and staff.

Task:

Propose initiatives to increase participation in the university's e-waste recycling efforts.

Item 2u:

A company's employees frequently use personal devices for work, raising concerns about data breaches and device security.

Task:

Recommend security measures the company should implement to protect data accessed on personal devices.

Item 2v:

A rural community is experiencing increased electronic waste due to the adoption of ICTs but lacks proper disposal facilities.

Item 3.

Your aunt Amina has worked with a Company for over 15 years where her main responsibility is to type company documents. Over time, the work at the company has increased and so she has to use the computer for longer hours to produce the required documents.

As a result, Amina has started experiencing many health related issues some of which are; persistent mild headache and backache.

Of recent, she has been given the responsibilities of managing the old unused ICTs which have congested her offices and also ensuring the safety of the new ICTs she uses to produce the documents.

Amina has challenges of how to deal with the health related issues and handle the recently given responsibilities. She has come to you for help.

Task.

Provide your Aunt with solutions to her challenges.

PART II

20 ITEMS

Item 4.

QRSB is a government agency responsible for processing birth and death certificates, and maintaining national identification databases. Your sister wanted to register her child with QRSB.

On reaching QRSB offices, she was informed that the birth registration form is obtained from the agency's website, filled manually and resubmitted through the same website. Unfortunately, your sister has no computer knowledge to carry out the registration and has approached you for help.

Task:

Provide step by step guidelines she should follow to successfully register the child.

Item 5

Two sisters and three brothers are planning a family function. The two sisters are abroad while the three brothers are staying in Uganda.

The sisters have called their brothers informing them that they have created an email address for one of the brothers and used it to send them a draft budget in form of a word document. They have requested the brothers to modify it and send it back to them.

The sisters have also communicated to their brothers all the necessary information needed to use the email. However, none of the brothers, has the knowledge of what to do.

You have been approached by one of the brothers, who is your friend, for help.

Task:

Give step by step guidelines of what your friend should do.

Item 5a:

A local community health center has decided to implement an online appointment scheduling system to reduce patient wait times and improve service efficiency. However, many patients are elderly and unfamiliar with using the internet.

Task:

Develop a comprehensive guide that the health center can distribute to patients, explaining how to access and use the online appointment system. Include considerations for those with limited technological experience.

Item 5b:

A small business owner wants to expand her retail store's reach by setting up an e-commerce website. She has limited knowledge of web development and online marketing strategies.

Task:

Outline the steps she should take to establish an effective online presence, including selecting a platform, designing the website, implementing secure payment methods, and promoting the site through various online channels.

Item 5c:

A university plans to digitize its library resources to provide students and faculty with remote access to academic materials. Concerns have arisen regarding copyright laws and the protection of digital content.

Task:

Propose a strategy for the university to digitize and share its library resources legally and securely, addressing copyright compliance and measures to prevent unauthorized distribution.

Item 5d:

A non-profit organization aims to raise awareness about environmental issues by launching a blog and social media campaign. The team lacks experience in content creation and online engagement.

Task:

Create a content plan that includes topics, posting schedules, and strategies for engaging with the online community to effectively promote environmental awareness.

Item 5e:

An educational institution is transitioning to a Learning Management System (LMS) to facilitate online learning. Some teachers are resistant to change and unsure how to integrate the LMS into their teaching methods.

Task:

Design a professional development program to train teachers on using the LMS effectively, including workshops, resources, and ongoing support mechanisms.

Item 5f:

A city's public transportation department wants to implement a real-time tracking system for buses to improve rider satisfaction. The department has limited technical expertise and budget constraints.

Task:

Recommend an affordable solution for real-time bus tracking, detailing the necessary technology, implementation steps, and how to communicate this new service to the public.

Item 5g:

A local museum seeks to create virtual tours to reach a broader audience, especially during times when physical visits are limited. The staff is unfamiliar with digital media production.

Task:

Advise the museum on the process of developing virtual tours, including selecting appropriate technology, creating engaging content, and ensuring accessibility for diverse audiences.

Item 5h:

A regional farmers' association wants to develop an online platform where members can share best practices, market information, and coordinate logistics. Many members have limited internet access and digital literacy.

Task:

Suggest a plan to create this online platform, considering user-friendly design, offline access options, and training programs to enhance digital literacy among members.

Item 5i:

A high school intends to implement a cloud-based system for students to submit assignments and receive feedback. Parents are concerned about data privacy and the security of their children's information.

Task:

Develop a policy that addresses data privacy and security concerns, outlining how the school will protect student information and comply with relevant regulations.

Item 5j:

A local government office plans to use social media platforms to disseminate information and engage with citizens. There is uncertainty about managing public feedback and ensuring accurate information sharing.

Task:

Formulate guidelines for the office's use of social media, including strategies for content creation, responding to public inquiries, and handling misinformation.

Item 5k:

A community radio station wants to stream its broadcasts online to reach a global audience. The team lacks knowledge about streaming technology and licensing requirements.

Task:

Provide a detailed plan for setting up online streaming, covering technical setup, licensing considerations, and strategies to attract and retain an online audience.

Item 5l:

A small town's tourism board aims to develop a mobile app that provides visitors with information about local attractions, events, and services. The board has limited funding and technical expertise.

Task:

Propose a cost-effective approach to developing and maintaining the mobile app, including potential partnerships, essential features, and promotion strategies.

Item 5m:

A local bookstore wants to create an online community for book lovers to share reviews, participate in discussions, and receive personalized recommendations. The staff is inexperienced in managing online communities.

Task:

Design a plan to establish and nurture this online community, addressing platform selection, community guidelines, and engagement tactics.

Item 5n:

A regional hospital is considering implementing telemedicine services to reach patients in remote areas. There are concerns about technology infrastructure and patient data security.

Task:

Outline the steps the hospital should take to implement telemedicine services, focusing on infrastructure requirements, training for healthcare providers, and measures to ensure patient confidentiality.

Item 5o:

A local art gallery plans to digitize its collection and offer virtual exhibitions to art enthusiasts worldwide. The team is unsure about the technical and legal aspects of this initiative.

Task:

Advise the gallery on the process of digitizing artwork, creating virtual exhibitions, and addressing copyright and intellectual property considerations.

Item 5p:

A community center wants to offer online workshops and classes to engage residents during times when in-person gatherings are not possible. The staff is unfamiliar with virtual event platforms.

Task:

Recommend suitable virtual event platforms and develop a plan for organizing and promoting online workshops, considering accessibility and participant engagement.

NOTE:

Items 1,2,3,4 & 5 has been extracted from UNEB, ICT Paper 1.

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