



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
INFORMATION SYSTEMS
4TH YEAR 1ST SEMESTER 2024/2025 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: ITB 2413

COURSE TITLE: E-TECHNOLOGY

EXAM VENUE:

STREAM:

DATE:8/1/25

EXAM SESSION:9-11.00 AM

TIME:2 HRS

INSTRUCTIONS

- 1. Answer Question 1 (Compulsory) and ANY other TWO questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

Question 1 [30 marks]

- a) Describe what E-Technology means (4 marks)
- b) Give the main reasons that an organization would have to deploy technology in its operations (3 marks)
- c) Describe how organizations use e-business technologies (4 marks)
- d) Give the objectives of a Customer Relation Management (4 marks)
- e) What are some of the protocols used over the internet to ensure secure online transactions? (3 marks)
- f) Describe some of the communication channels threats (6 marks)
- g) Describe the major security measures (6 marks)

Question 2 [20 marks]

- a) Discuss the reasons employed by an organization in the acquisition of a Customer Relation Management (CRM) application module (10 marks)
- b) Discuss the basic types of Customer Relation Management systems (10 marks)

Question 3 [20 marks]

- a) Discuss the benefits of E-contracts (10 marks)
- b) Discuss the essential requirements for safe E-payment (10 marks)

Question 4 [20 marks]

- a) Security is an essential part of any transaction that occurs over the internet. Discuss the security requirements of an e-business (10 marks)
- b) The server is the third link in the client-internet-server trio embodying the commerce path between the user and a commerce server. Discuss some of the server threats (10 marks)

Question 5 [20 marks]

- a) Discuss the different types of firewalls that can be deployed by an online business (10 marks)
- b) Discuss the security threat to E-commerce (10 marks)