

A user calls you for assistance, he/she is trying to apply a font color to a text in Microsoft word but the text color is not changing what might be the cause:

a.
The document is not saved

b.
The text is in capital letter

c.
The text is left centered

d.
The text is not selected

Feedback

Your answer is correct.

The correct answer is:

The text is not selected

Question 2

Correct

Mark 1.00 out of 1.00

Flag question

Question text

What is RISA in full?

a.
Rwanda Information Service Authority

b.
Rwanda Information Society Agency



c.
Rwanda Information Society Authority



d.
No response



e.
Rwanda Information Service Agency

Feedback

Your answer is correct.

The correct answer is:

Rwanda Information Society Authority

Question 3

Partially correct
Mark 1.00 out of 2.00

[Flag question](#)

Question text

In Rwanda what services are not offered online



a.
All are true



b.
Vaccination



c.
Changing names on ID



d.
Marriage registration



e.
Searching for a lost driving licence

Feedback

Your answer is partially correct.

You have correctly selected 1.
The correct answers are:
Searching for a lost driving licence,
Vaccination

Question 4

Correct
Mark 3.00 out of 3.00

Flag question

Question text

Hitamo indangagaciro zishamikiye ku gukunda umurimo no kuwunoza. (Toranya ibiribyo byose)



a.
Byose nibyo



b.
Gukorera ku gihe



c.
Kwakira neza abakugana



d.
Kuganira n'abandi



e.
Gukorera ku ntego

Feedback

Your answer is correct.

The correct answers are:

Kwakira neza abakugana,

Gukorera ku gihe,

Gukorera ku ntego

Question 5

Partially correct
Mark 2.00 out of 3.00

[Flag question](#)

Question text

What are the enabling tools that help in achieving digital transformation?



a.
Electricity



b.
Device penetration



c.
Connectivity



d.

Number of IT institutions

e.
Transport

Feedback

Your answer is partially correct.

You have correctly selected 2.

The correct answers are:

Device penetration,

Connectivity,

Electricity

Question 6

Correct

Mark 3.00 out of 3.00

Flag question

Question text

What are the methods that can be used to ensure confidentiality of information? (Check all that apply)

a.
Username ID and Password

b.
Version control

c.
Backup

d.
Data encryption



e.
File permission control



f.
Two factor authentication

Feedback

Your answer is correct.

The correct answers are:
Data encryption,

Two factor authentication,

Username ID and Password

Question 7

Incorrect

Mark 0.00 out of 3.00

[Flag question](#)

Question text

**What is the necessary information needed about the trainees before you start the training?
(Check all that apply)**



a.
Age



b.
Education level



c.
Daily occupation



d.
All the above



e.
Monthly income

Feedback

Your answer is incorrect.

The correct answers are:

Age,
Education level,
Daily occupation

Question 8

Correct
Mark 2.00 out of 2.00

Flag question

Question text

Choose input devices



a.
No response



b.
Mouse



c.
printer



d.
Scanner



e.
Screen

Feedback

Your answer is correct.

The correct answers are:

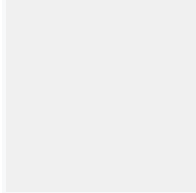
Scanner,

Mouse

Question 9

Correct

Mark 2.00 out of 2.00



Flag question

Question text

When working with tables, what is the command to combine selected cells into one cell in Microsoft Excel?



a.
Distribute



b.
Concatenate



c.
Combine



d.
Merge

Feedback

Your answer is correct.

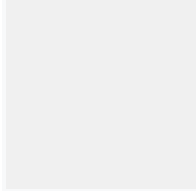
The correct answer is:

Merge

Question 10

Incorrect

Mark 0.00 out of 1.00



[Flag question](#)

Question text

In an email what is the function of the BCC:



a.
To include a hidden attachment



b.
To send a copy of the email without notifying others



c.
To send the message to many recipients without notifying others



d.
To delete the email

Feedback

Your answer is incorrect.

The correct answer is:

To send a copy of the email without notifying others

Question 11

Correct

Mark 1.00 out of 1.00

Flag question

Question text

When surfing internet using a public internet it safe to login your email account

Select one:

- True
- False

Feedback

The correct answer is 'False'.

Question 12

Correct

Mark 2.00 out of 2.00

Flag question

Question text

An employee is laid off after five years with the same company. The employee is then hired by another company within a month. In the new company the employee shares the documents and ideas for product that the employee proposed at the former company. This is:

- a. Unethical
-

b.
Ethical

Feedback

Your answer is correct.

The correct answer is:
Unethical

Question 13

Partially correct
Mark 1.00 out of 2.00

Flag question

Question text

Which of the following options are URLs? (Select all the correct answers)

a.
C:\users\test\Documents

b.
E:\Libraries\myDocuments\latingi.docx

c.
risa.gov.rw

d.
<https://www.cisco.com>

e.
switch@cisco.com

Feedback

Your answer is partially correct.

You have correctly selected 1.
The correct answers are:

<https://www.cisco.com>,

risa.gov.rw

Question 14

Incorrect

Mark 0.00 out of 1.00

Flag question

Question text

The NST1 target on service delivery in Rwanda by 2024 states that:



a.
Ensure above 90% Government services are delivered online by 2024



b.
Most of the Government services are delivered online by 2024



c.
Ensure 100% Government services are delivered online by 2024



d.
Ensure all manual services are prioritized for automation

Feedback

Your answer is incorrect.

The correct answer is:

Ensure 100% Government services are delivered online by 2024

Question 15

Correct

Mark 2.00 out of 2.00

Flag question

Question text

What advice can you give to a user who is suspecting that his/her email account has been hacked?

a.
Create a new email account

b.
Activate 2 steps authentication

c.
Call the police

d.
Change the account password

e.
Ignore the problem

Feedback

Your answer is correct.

The correct answers are:

Change the account password,

Activate 2 steps authentication

Question 16

Correct

Mark 1.00 out of 1.00

Flag question

Question text

What is the code to subscribe to ejo Heza?

Answer:

Feedback

The correct answer is: 506#

Question 17

Correct

Mark 1.00 out of 1.00

Flag question

Question text

In Microsoft word, when you want to arrange the selected items by numerical or alphabetical order you click on:



a.
Organize



b.
Sort



c.
Arrange



d.
Order

Feedback

Your answer is correct.

The correct answer is:
Sort

Question 18

Correct

Mark 5.00 out of 5.00

Flag question

Question text

Match the minister with the ministry He/She leads:

Marie-Solange Kayisire

Answer 1

Minister In charge of Emergency Management

Dr. Jean Damascene Bizimana

Answer 2

Minister of National Unity and Civic Engagement

Béata U. Habyarimana

Answer 3

Minister of Trade and Industry

Paula Ingabire

Answer 4

Minister of ICT and Innovation

Dr. Jeannette Bayisenge

Answer 5

Minister of Gender and Family Promotion

Feedback

Your answer is correct.

The correct answer is:

Marie-Solange Kayisire → Minister In charge of Emergency Management,

Dr. Jean Damascene Bizimana → Minister of National Unity and Civic Engagement,

Béata U. Habyarimana → Minister of Trade and Industry,

Paula Ingabire → Minister of ICT and Innovation,

Dr. Jeannette Bayisenge → Minister of Gender and Family Promotion

Question 19

Partially correct

Mark 0.75 out of 3.00

Flag question

Question text

Why is the usage of online services by Rwandan still on a low rate?



a.
All the above



b.
Not having the devices



c.
Lack of knowledge



d.
Fear



e.
Not understanding the importance of using these services

Feedback

Your answer is partially correct.

The correct answer is:

All the above

Question 20

Incorrect

Mark 0.00 out of 2.00

Flag question

Question text

What does NST-1 state about digital literacy achievement in Rwanda in 2024?



a.

100% of all Rwandans will be digitally literate



b.
100% of all Rwandans will have smart phones



c.
60% of adults and 100% of Youths will be digitally literate



d.
60% of all Rwandans will be digitally literate



e.
All are incorrect

Feedback

Your answer is incorrect.

The correct answer is:

60% of adults and 100% of Youths will be digitally literate

Question 21

Correct

Mark 2.00 out of 2.00

Flag question

Question text

Which term is used to describe a network device that relies on another device to obtain information?



a.
Server



b.
Console



c.
Web server



d.
Client

Feedback

Your answer is correct.

The correct answer is:
Client

Question 22

Correct
Mark 1.00 out of 1.00

Flag question

Question text

What is the code to check the MTN/Airtel numbers registered on your ID?

Answer:

Feedback

*125#

The correct answer is: 125#

Question 23

Incorrect
Mark 0.00 out of 1.00

Flag question

Question text

What is the current digital literacy rate in Rwanda?

a.
None of the above

b.
Above 30%

c.
Below 25%

d.
At 60%

Feedback

Your answer is incorrect.

The correct answer is:
Below 25%

Question 24

Correct
Mark 1.00 out of 1.00

Flag question

Question text

To create a new folder in windows 10, you press right click on mouse then create a folder

Select one:

True

False

Feedback

The correct answer is 'False'.

Question 25

Correct

Mark 3.00 out of 3.00

Flag question

Question text

What three items are component of the CIA triad. (Check all that apply)

a.
Integrity

b.
Confidentiality

c.
Scalability

d.
Intervention

e.
Availability

f.
Access

Feedback

Your answer is correct.

The correct answers are:

Availability,

Confidentiality,

Integrity

Q1. Which of the following are a part of the Digital Ambassador's Job Description.

- ✓ • Train citizens in digital literacy as per the DAP curriculum, guidelines, and planning, using content and tools provided
- ✓ • Mobilize citizens to attend digital literacy trainings and coordinate training sessions at cell-level for different community groups
- ✓ • Participate in the M&E efforts by documenting and submitting reports as required to DA supervisors inter alia using interactive/online reporting tools
- ✓ • Participate in weekly meetings organized by the DA supervisor
- ✓ • Facilitate and support citizens on how to access e-services
- ✓ • Form Digital Community Clubs from trained cohorts and act as Digital Community Clubs mentor/advisor, providing periodic refresher courses at cell level
- ✓ • Provide weekly, monthly, and quarterly DAP progress reports inter alia using interactive/online reporting tools
- ✓ • Participate in trainings provided to Das
- ✓ • Use the learning management system to conduct trainings
- ✓ • Act as a go-to for citizens with regards to digital literacy skills at cell level
- ✓ • Advise the DA supervisors and the program in general with regards to additional content requested or needs expressed by citizens/different user groups and any other aspects of the DAP delivery that can enhance impact
- ✓ • Conduct "office hours" or be present at agreed upon time slots to provide support to any citizens who might require support
- ✓ • Effectively manage the DAP equipment and tools and report monthly usage and status to supervisors.

✓ **Selection Criteria:**

- Rwandan national
- Kinyarwanda fluently
- Aged between 18 and 35 years of age;
- Must be able to dedicate their full time to being a DA
- Must have a secondary school (A2) or higher qualifications (A1, A0) level equivalent education
- Should demonstrate commitment to the program and its objective.
- Must submit a certificate of residence as a proof that he/she resides in the sector where he/she will operate.

Q2. Which of the following does not demonstrate digital literacy?

- Emphasise the importance of critical thinking
- Use social media for learning and collaborating
- Provide guidance on how to avoid plagiarism
- Teach students to manage their online identity
- Help students manage digital distractions
- Provide authentic contexts for practice
- Guide students out of their comfort zone

Q3. The citizen tells you she receive a call telling her that she won a prize of Rwf 1,000,000 at the lotto. She does not remember entering the contest. The requirement to claim the prize is to send Rwf 50 000 to a mobile money number provided. What do you advice her to do?

Q4. Which of the following statements most accurately sum up cybercrime?

- Cybercrime is any criminal activity that involves a computer, networked device or a network.

Q5. Which of the following are approaches to not take when providing digital literacy training to citizen?

Q6. 48 is 80% of what number?

- [60 - Percentage Calculator](#)

Q7. Which of the following provides the name of a program that a user can use to execute a particular tasks.

Q8. Where can you often find the letters B,I, and U while editing a document?

- Formatting Tool Bar

Q9. What is the name of software that allows people to surf the internet?

- a browser.

Q10. Which of the following phrase describes the email that takes the form of marketing or chain letters?

- **Direct** marketing channel that lets businesses share new products, sales, and updates with customers on their contact list.

Q11. what will be the cell reference of the intersection of the sixth row and the third column in a spreadsheet application?

- C6

Q12. Which of the following items can be found at the bottom of the spreadsheet window?

- Sheet name

Q13. What is the alternative term for information that is correct?

- Some common synonyms of correct are accurate, exact, nice, precise, and right.

Q14. What does not qualify as a strong password requirement?

- **A repeated character or a series of characters** (e.g., AAAAA or 12345). A keyboard series of characters (e.g., qwerty or poiuy). Personal information (e.g., birthdays, names of pets or friends, Social Security number, addresses).

Q15. What is the most effective way to guard against Bluetooth exploitation?

Q16. Which of the following is not potentially dangerous to an organization's internal security.

Q17. How do you spell IMEI in long form?

- International Mobile Equipment Identity (IMEI)

Q18. What functions do mobile device passcode locks serve?

- **to help prevent theft of private information**
- **to prevent unauthorized use of the device**

Q19. What reliable source would you recommend for downloading Android apps?

- Google Play

Q20. What happens after performing a factory reset on a mobile device?

- A factory data reset erases your data from the phone.

Q21. Which navigation icon on the system bar of an android device is used to return to the previous screen.

- The Back icon

Q22. Why would a mobile device with an LCD screen use the Auto-brightness features?

- **to conserve battery power**

Q23. Microsoft offers a cloud-based storage solution for backups. What is it?

- Microsoft OneDrive.

Q24. You are unable to address a citizen's request for help with their problem. What ought to be done?

Q25. Sending data from your device to another is referred to as:

- Data transmission

Q26. What email format should you use?

Q27. What is required before you begin training concerning the trainees?

Q28. Which techniques does not ensure information confidentiality?

Q29. What guidance can you offer a person who thinks the email account may have been hacked?

- Activate 2 steps authentication

Q30. Which of the following are part of the DA responsibilities.

Q31. In Rwanda, the following cards can be used to pay for services and make purchase.

Q32. The Following is not feature of e-commerce:

Q33. A competent judge never gropes the conclusion.

- For

Q34. Which of the following security features make sure that the communication's sender cannot claim that the message wasn't delivered by them.

Q35. In term of secure passwords which of the following is?

- **Gd^7123e!**

Q36. Which e-commerce model emphasize consumer interaction with one another.

➤ C2C

Q37. Which goods are consumers most likely to feel comfortable purchasing online.

Q38. The practice of sharing images on social networking sites is referred to us.

Q39. Which of the following describe the benefit(s) of twitter use?

Q40.help us promote our firm by offering advise from seasoned employee in addition to job hunting. Maintaining connections with professional, and hiring new personal

Ref:

✓ <https://itexamanswers.net/it-essentials-ite-v6-0-v7-0-chapter-12-exam-answers-100.html>

<https://itexamanswers.net/it-essentials-ite-v6-0-v7-0-chapter-12-exam-answers-100.html>

✓ <https://itexamanswers.net/it-essentials-ite-v6-0-v7-0-chapter-14-exam-answers-100.html>

(about customer supports)

Question 1. TWIBWIRE/INTRODUCE YOURSELF

Murakoze

Amazina yange ni MUKESHIMANA Jeannette, navukiye ino mu Karere ka Nyanza mfite imyaka 30 nkaba ndi ingarugu.

Mu bijyanye n’amasomo nize/ Education

Mfite impamyabumenyi y’igicro cya kabiri cya Kaminuza (Bachelor degree) mu bijyanye n’Icungamari (FINANCE) nabonye muri 2018 nyikuye muri Kaminuza y’abadiventist ya Kigali (UNILAK) Ishami rya Nyanza.

Ku bijyanye n’uburambe/ Experience

Kuva tarikiya 06/07/2021 kugeza ubu Nkorera ku masezerano nk’ nk’umukozi ushinzwe iterambere ry’imibereho myiza (SEDO) mu Karere ka Nyanza, mu Murenge wa Muyira, Akagari ka Nyamure

Inshingano nyamukuru mfite harimo/ responsibilities:

- Gukurikirana no gukemura ibibazo bibangamiye imibereho myiza y'abaturage'
- Gushishikariza abaturage gutangira ubwisungane mu kwivuza (Mutuelle) ku gihe.
- Gushishikariza abaturage kujya muri Ejo heza.
- Gushishikariza abaturage gukoresha ikoranabuhanga basaba serivisi za Leta harimo nko gukoresha Irembo, muri nkunganire bakeneyeifumbire, kwiyandikisha muri ejo heza, kureba serivisi z’ubutaka ndetse n’ibindi, ibi mbiganiriza abaturage iyo twakoze inteko rusange ,ndetse niyo duhuriye mu muganda rusange, biba ari mu rwego rwo kugira ngo umuturage agire ubumenyi bw’ibanze mu ikoranabuhanga igihugu kimakaje imbere.

Murakoze

Question 2. TUBWIRE ICYATUMYE USHAKA GUKORA

KURI UYU MWANYA W'INTORE MU IKORANABUHANGA (DIGITAL AMBASSADOR)?

Murakoze

Impamvu nyamukuru yanteye gusaba akazi ko gukora kuri uyu mwanya n'uko menyereye kuvugana n'abaturage haba mu buzima bwa buri muni, kubigisha mu ntego z'abaturage ndetse no ku baremesha inama ndetse n'ibindi bitandukanye bityo nkumva ndamutse ngize amahirwe nkabona aka kazi nakwigisha neza abaturage iyi **porogaramu y'intore mu ikoranabuhanga** ku buryo abaturage bagira ubumenyi buhagije bwo kwisabira serivisi bifashishije ikoranabuhanga.

Murakoze

Question 3 TUBWIRE MURI MAKE KURI GAHUNDA Y'INTORE MU IKORANABUHANGA (DIGITAL AMBASSADOR PROGRAM) NIKI UYIZIHO?

Murakoze

Muri gahunda ya guverinoma y'imyaka 7 kuva 2017-2024 (NST1), harimo ko uruburako ku kigero 100% ndetse n'abakuzwe ku kigero cya 60% bazaba bafite ubumenyi kw'ikoranabuhanga bubafasha kwisabira serivisi za Leta ndetse n'ubucuruzi bushingiye kw'ikoranabuhanga ni muri urwo rwego RISA nk'ikigo gishinzwe ikoranabuhanga mu Rwanda cyashyizeho **gahunda y'intore mu ikoranabuhanga (Digital Ambassador program)** kugira ngo ibi bipimo bigerweho, aho intore mu ikoranabuhanga zifite inshingano yo guhugura, kwigisha no gushishikariza abaturage gukoresha ikoranabuhanga kugira ngo biteze imbere ubwabo ndetse n'igihugu muri rusange.

Murakoze

Question 4. NIZIHE MBOGAMIZI ZISHOBORA GUTUMA IYI GAHUNDA Y'INTORE MU IKORANABUHANGA ITAGERA KU NTEGO ZAYO?

MURAKOZE

Imbogamizi zishobora gutuma iyi gahunda y'intore mu ikoranabuhanga itagera ku ntego harimo izi zikurikira:

1. Kuba hakiri ikibazo cy'ibikorwa remezo bikiri bike, aho usanga hari aho internet itagera ndetse hari naho igenda gake bitewe n'imirana itahagera.
2. Imbogamizi y'imyaka, abagurwa bashobora kuba bakuze cyane ku buryo wa mubare witezweho kugerwaho 60% mu bakuze bishobora kuzagorana kuwugeraho muri 2024 nk'uko intego ya NST1.
3. Ubukene bw'abahugurwa nabwo bushobora kuzana imbogamizi aho bashobora kwigishwa ndetse bakanabimenya ariko hakaboneka ikibazo cy'ibikoresho bakora bari mu gushyira mu bikorwa ibyo bize aho usanga umubare munini w'abaturage bafite telephone zidakoresha internet , nyamara ugasanga nka serivisi bashobora kubona ku irembo bakoresheje *909# ari ebyeri gusa arizo muteuli ndetse na contravention, hakwiye kurebwa uburyo n'izindi serivisi abaturage bakenera ziboneka hakoreshejwe *909#

Murakoze

Question 5. NIKI WAKORA CYANGWA WABIGENZA UTE MU GIHE UGIYE GUHUGURA ABATURAGE KURI GAHUNDA Y'INTORE MU IKORANABUHANGA (DIGITAL AMBASSADOR)?

Murakoze

- Ikintu cya mbere ni ukumenya ikiciro cy'abantu ngiye guhugura, harimo kumenya imyaka, uko ndibubabone n'uko ngomba kubatumaho.
- Kuberako buri kagari kagira ingo zibumbiye mu isibo icyo gihe nkeneye guhugura abaturage bo mu sibo runaka nabimenyesha mutwarasibo waho nawe akamenyesha abaturage ndetse n'igihe bazahererwaho amahugurwa, igihe cyo guhugura cyakwegereza nkogera nkibutsa mutwarasibo kugira ngo amahugurwa azagere ku musaruro witezwe.
- Ikindi nshobora kwifashisha inteko rusange z'abaturage icyo gihe nakwaga gahunda mu buyobozi bw'Akagari ko hari amahugurwa nshaka kugeza ku baturage bityo mu gihe cyo guterana kw'intego z'abaturage nkahabwa umwanya wo kwigisha abaturage kuri gahunda y'intore mu ikoranabuhanga.

- Ikindi nsobora no kumenyesha ibigo by'amashuri bibarizwa abanyeshuri bafite guhera ku myaka 15 kuzamura ko hari gahunda yo kwigisha uruburuko ikoranabuhanga rigamije kuruteza imbere ndetse no guteza imbere igihugu muri rusange icyo namenyesheje umuyobozi w'ikigo nashakirwa umwanya nkahugura.

Murakoze

Question 6. NIKI UZI KURI GAHUNDA YA BYIKORERE ?

Murakoze

- Byikorere ni gahunda igamije kwigisha umuturage kumenya no kwisabira serivisi za Leta ubwe ntawundi muntu umufashije, aha umuturage yigishwa gufungura konti ku rubuga rw'irembo arirwo www.irembo.gov.rw, akigishwa kusaba serivisi kuva ku ntangiriro kugeza ababishinzwe (ba etat civil ndetse na ba Lands) bayemeje akayibona muri konti ye yafunguye.

Murakoze

Question 7. RISA NIKI, YAGIYEHO RYARIJFITE IZIHE NSHINGANO?

Murakoze

RISA ni ikigo cy'igihugu gishizwe ikoranabuhanga mu Rwanda, bagiyeho mu mwaka wa 2017 ishyizweho n'iteka rya Perezida no **N° 077/01 of 09/12/2022**. , ifite intego yo kongera ikorashya ry'ikoranabuhanga mu bigo bitandukanye bya Leta inshingano nyamukuru zayo harimo:

1. Kugira uruhare mu gutangiza no gushyira mu bikorwa politiki na gahunda by'ikoranabuhanga mu itumanaho hagamijwe kwihutisha iterambere ry'imibereho myiza n'ubukungu.
2. Kwihutisha iterambere ry'abaturage binyuze mu kwinjiza amakuru n'ikoranabuhanga mu itumanaho mu nzego z'imibereho myiza n'ubukungu bw'igihugu.
3. Gushyiraho no gushimangira gahunda zo guhanga udushya mu ikoranabuhanga n'itumanaho.
4. Kugira inama guverinoma ku bikorwa byose bishobora gukurikirana byihuse

iterambere ry'ikorabuhanga mu itumanaho.

5. Gutanga ubufasha bwa tekiniki bujyanye n'ikorabuhanga n'itumanaho bikenewe mu bigo bya Leta.

Murakoze